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

PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2

DOCUMENTS

FIELD REPORTS

[redacted]

Incident Investigation

CAR # [redacted]
Claimant
VIN JN1BJ1CRXHW[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 Woonsocket State RI 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: na

II. Vehicle

Model Year 2017 Model Name Rogue Sport Mfg. Date 5/15/2017 VIN JN1BJ1CRXHW[redacted]

Mileage 2635 License # [redacted] State RI Country United States

Special equipment & accessories none

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

Number	Description	Status	Date
[redacted]	2017 - Rogue Sport; Vehicle Information Display Reprogram	○ Open ◉ Closed	closed at port

Add Row Remove Row

III. Description of Incident & Claim

Source of Information IIR probe Incident Date 1/26/2018 Time 5:18 PM

Location of Incident (describe fully) Diamond Hill RD. Woonsocket RI

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

Vision obstruction (describe) none

Temperature at time of incident 30F Parking location prior to time of incident na

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN1BJ1CRXHW[redacted]

Overnight temperature prior to incident: 20F | 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 stated that C was driving with no one on the road between 15-20 mph. All the dash lights came on and the VEH just slammed on the brakes. the VEH jerked C's head.

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

Driver Action (braking, steering, etc.):

Special Circumstances: none

Actions taken after incident and results of those actions: none

Vehicle Estimated Speed: 20mph | 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.

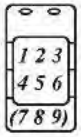
#	Allegation	Allegation made by
1	C stated that C was driving with no one on the road between 15-20 mph. All the dash lights came on and the VEH just slammed on the brakes. the VEH jerked C's head.	Jo Pomfret

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information:

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



Incident Investigation

CAR # [redacted]
Claimant
VIN JN1BJ1CRXHW[redacted]

	Yes	No	Comments
EDR download included in report?	○	◉	

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 JN1BJ1CRXHW[redacted]

Occupant Name [redacted] DOB [redacted] Height 5'7

Address [redacted] Woonsocket, RI [redacted] USA Weight 140

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 2/26/18

Location of inspection Boch Nissan South

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 31

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
Engine/ Transmission/ Drivetrain	Non impact incident. visual inspection of radar and lane camera. No issues noted. DTS road tested vehicle and tested safety shield and ICC controls. All systems operating as expected.
Underbody/ Suspension/ Steering/ Wheels & Tires	non impact incident
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	non impact incident

Incident Investigation

CAR # [redacted]
Claimant
VIN JN1BJ1CRXHW[redacted]

Seat Belts/ Child Restraints (if applicable)	non impact incident
Air Bags	non deployment 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 stated that C was driving with none on the road abetween 15-20 mph. All the dash lights came on and the VEH just slammed on the brakes. the VEH jerked C's head.	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 JN1BJ1CRXHW[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)	
Comments	

II. Diagnostic Download and EDR Data

Instructions:

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

	Yes	No	Comments
Full diagnostic download included in report?	○	◉	attached screenshots in photos



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 [15] | Case Categorizations [2] | Open Activities [2] | Activity History [2] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [20] | 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	1/24/2018 12:19 PM
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	BOCH NISSAN SOUTH
# Vehicles Owned	1	Previous Repair Date	1/24/2018
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	2,197		

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	JN1BJ1CRXHW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	Nissan	Beyond Basic Warranty Months1	0
Model Line	ROGUE SPORT	Beyond PT Warranty Miles1	0
Model Code	27617	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	BOCH NISSAN SOUTH	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	11	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	review

Related Items

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

RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Primary & Secondary Root Cause Code

What is the issue?	SV - Difficult to Service/Repair	What is the issue? (2)	
What Department?	S - Service Department	What Department? (2)	
Where did this originate?	C - Customer	Where did this originate? (2)	
Special Root Cause Closing Code		Special Root Cause Closing Code (2)	

Action Code

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

DTS Request

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: JN1BJ1CRXHW[redacted]		
Created By	Emmanuel Asman, 1/24/2018 12:19 PM	Root Cause Code	SCSV
Last Modified By	NNAETL, 3/5/2018 9:03 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	NT8G
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 (2/23/2018 8:47 AM)** ARBS made outbound call at[redacted] ARBS left VXM providing case number, best contact information and requesting call back.
		Created By: Alex Kang (2/8/2018 8:55 AM) ARBS made outbound call to Boch Nissan South. ARBS spoke with SM- Dan
Make Public		ARBS provided DTS inspection date. SM-Dan stated have C in the books. ARBS thanked SM-Dan. Call ended mutually.
		Created By: Alex Kang (2/8/2018 8:51 AM) ARBS made outbound call to C at[redacted] ARBS stated there is a DTS inspection on the 26 at 11 AM EST. C stated that is fine. C asked if C has to bring it the night before or not. ARBS Stated as long as the vehicle is at the DLRSHP before the 26th at 11 AM EST, it shouldn't be an issue.
Make Public		C stated that is fine. ARBS stated ARBS will call C back on the 23rd for a friendly remainder call. C stated ok. C thanked ARBS. ARBS thanked C for C's time. Call ended mutually.
Make Public		**Created By: Alex Kang (2/5/2018 9:02 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 at the time of the incident the FEB light blinking all the way to work, but it wasn't on when the incident happened. C stated C told the Dealer it comes on randomly. C stated second time C was driving down the road and going 15-20mph. C stated it was a clear morning, but during the cold snap. C stated straight road. C stated C was driving and it started to beeping and the brakes hit real fast. C stated it doesn't stop forward. C stated there is no pot holes. C stated it's a flat road. ARBS stated ARBS is going to send out an inspector to see what is going on with the vehicle. ARBS stated it will take 2-4 weeks for the inspector to come look at the vehicle. ARBS stated once ARBS receives the inspection date, ARBS will give C a call back. C stated that is fine as long as C gets a loaner vehicle. ARBS stated ARBS has no authorization for a loaner vehicle, that is the DLRSHP discretion. C stated ok.

		C stated well C will wait to hear back from ARBS. C stated what happens if it happens again. ARBS stated C can give ARBS a call back and ARBS will document it into C's case. C stated ok. ARBS stated ARBS will give C a call back once an inspection date is set. C thanked ARBS. ARBS thanked C for C's time. Call ended mutually
Make Public		**Created By: Alex Kang (2/5/2018 8:49 AM)** ARBS received VXM from C requesting call back.
Make Public		**Created By: Alex Kang (2/1/2018 9:36 AM)** ARBS made outbound call at [redacted] ARBS left VXM providing case number, best contact information and requesting call back.
Make Public		**Created By: Alex Kang (1/29/2018 7:36 AM)** **********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********
Make Public		**Created By: Samantha Dixon (1/29/2018 7:31 AM)** IIR REJECTED- PROBE NOT COMPLETED. IF IIR NEEDS TO BE SUBMITTED COMPLETE THE NECESSARY PARTS OF IIR PROBE AND RESUBMIT.
Make Private	✓	**Created By: Dezerick Frazier (1/26/2018 4:03 PM)** RCAS-DF received VMX from C asking RCAS-DF to call C at [redacted].
Make Public		**Created By: Samantha Dixon (1/25/2018 3:43 PM)** FEB concern
Make Private	✓	**Created By: Dezerick Frazier (1/25/2018 1:52 PM)** RCAS-DF place outbound call to C at [redacted] RCAS-DF left a VMX for C. RCAS-DF asked C to call RCAS-DF back at C's earliest convenience. RCAS-DF provide direct number and C's case number. RCAS-DF set a follow up date for Friday 1/26/18.
Make Private	✓	**Created By: Dezerick Frazier (1/25/2018 1:50 PM)** RCAS-DF placed outbound call to C at [redacted]. RCAS-DF left a VMX for C. RCAS-DF asked C to call RCAS-DF back at C's earliest convenience. RCAS-DF provide direct number and C's case number. RCAS-DF set a follow up date for Friday 1/26/18.
Make Private	✓	**Created By: Dezerick Frazier (1/25/2018 1:42 PM)** RCAS-DF placed outbound call to the dealership. RCAS-DF spoke with SA-Stephon. RCAS-DF asked for a update on C's VEH. SA-S stated that C is sating that C's VEH is stopping on its own. SA-S stated that the dealership was not able duplicate the concern. SA-S stated that the dealership head C's VEH for a four days. SA-S stated that C came into the dealership before with the same concern and the dealership replaced the sensors but this most recent time the dealership was not able to duplicate the concern. RCAS-DF asked if C has forward emergency braking. SA-S stated yes the VEH does have FEB. SA-S state that C currently has the VEH. RCAS-DF thanked SA-S. Call ended mutually. SA-S tate
Make Private	✓	**Created By: Emmanuel Asman (1/24/2018 12:31 PM) | Last Modified By: Dezerick Frazier (1/25/2018 1:22 PM)** **********CASE SUMMARY********** C called in regarding concerns that cannot be duplicated and saftey concerns CRR-EA advised C that case is being sent to RCAS CRR-EA sending case to RCAS
Make Private	✓	**Created By: Emmanuel Asman (1/24/2018 12:30 PM) | Last Modified By: Dezerick Frazier (1/25/2018 1:22 PM)** CRR-EA VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-EA VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History CRR-EA CHECKED for open recalls/campaigns and found: NONE CRR-EA CHECKED for previous UNRELATED Case(s) and found: 0 CRR-EA CHECKED previous RELATED Case(s) and found: 0 CRR-EA NOTED concern is: VEH CONCERN NOT ABLE TO DUPLICATE/SAFETY CRR-EA received inbound call from C C stated C purchased VEH in august C stated C's VEH stops whenever it wants C stated recently while C was driving, the VEH stopped by it'self while no VEH's were on or near the road C stated in December C brought VEH to DLRSHP and DLR put 350 miles on the VEH C started crying stating that C is afraid of the VEH and afraid to drive the VEH C stated recently C had the VEH at the DLRSHP for 2 days and they advised C to take C's VEH because there are no concerns C stated C asked DLRSHP to take VEH back and DLRSHP advised C that unless NNA grants permission that cant be done C stated that the DLR also advised that there can be no trade in option as VEH's concern cannot be found C stated C was advised that if there is a trade in, it'll be at book value which would mean C would lose money C stated C asked about the lemon law and C was advised C had to bring VEH in 3 times C stated C has brought VEH in 3 times however, the second one, C was advised that the concern was not duplicated C stated C is calling because C does not know what to do and would like NNA to intervene

CRR-EA acknowledged C's concern
CRR-EA apologized for experience C has had with VEH
CRR-EA informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact C by close of business day 01/25/18 regarding C's concern
CRR-EA provided C with Case # [redacted] and Agent I.D

C understood and appreciated the assistance

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

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]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	UNABLE DIAGNOSE/DUPLICATE	26
	CC[redacted]	NISSAN PRODUCT INQUIRIES	ROGUE	GENERAL INQUIRY	QF

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	1/30/2018			[redacted]	Alex Kang	1/29/2018 7:33 AM	ARBS-SD
Edit | Cls	DTS Follow Up [redacted] BOCH NISSAN SOUTH	Not Started	2/7/2018				Alex Kang	2/5/2018 9:04 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] BOCH NISSAN SOUTH			2/7/2018	Benjamin Foss		Complete	2/5/2018 5:37 PM
Edit | Del	Follow Up Action Required- IIR Rejected			1/25/2018	Alex Kang		Complete	1/29/2018 7:32 AM

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, 1/25/2018 1:37 PM	1/25/2018			JN1BJ1CRXHW[redacted]	

DTS Field Inspections

DTS Field Inspections Help

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

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
3/5/2018 8:45 AM	Alex Kang	Changed **Follow Up Date** from 3/5/2018 to **3/19/2018**.
2/28/2018 7:45 AM	Alex Kang	Changed **Follow Up Date** from 2/28/2018 to **3/5/2018**.
2/23/2018 8:48 AM	Alex Kang	Changed **Follow Up Date** from 2/23/2018 to **2/28/2018**.
2/8/2018 8:53 AM	Alex Kang	Changed **Follow Up Date** from 2/8/2018 to **2/23/2018**.
2/5/2018 9:05 AM	Alex Kang	Changed **Follow Up Date** from 2/5/2018 to **2/8/2018**.
2/1/2018 9:37 AM	Alex Kang	Changed **Follow Up Date** from 2/1/2018 to **2/5/2018**.
1/29/2018 7:37 AM	Alex Kang	Changed **Follow Up Date** from 1/31/2018 to **2/1/2018**.
1/29/2018 7:32 AM	Samantha Dixon	Changed **Case Owner** from Dezerick Frazier to **Alex Kang**.
1/29/2018 7:31 AM	Samantha Dixon	Changed **Description**.
1/26/2018 4:19 PM	Dezerick Frazier	Changed **Follow Up Date** from 1/26/2018 to **1/31/2018**.
1/25/2018 3:43 PM	Samantha Dixon	Changed **Description**.

1/25/2018 1:57 PM	Dezerick Frazier	Changed **Follow Up Date** from 1/25/2018 to **1/26/2018**.
1/25/2018 1:53 PM	Dezerick Frazier	Changed **Description**.
1/25/2018 9:11 AM	Dezerick Frazier	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN1BJ1CRXHW[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN1BJ1CRXHW**[redacted].
1/24/2018 12:31 PM	Emmanuel Asman	Changed **Escalated By ID** to[redacted]
		Changed **Case Owner** from Emmanuel Asman to **Dezerick Frazier**.
1/24/2018 12:19 PM	Emmanuel Asman	Changed **Follow Up Date** from 1/24/2018 to **1/25/2018**.
		Changed **VIN** to **JN1BJ1CRXHW**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN1BJ1CRXHW**[redacted]
		Created.

Emails Send an Email Emails Help

No Emails Available

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

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Rouge.
1271 mi — Dash light Flash.
Week of nov 12. — Break won't go Down.

Mon Nov 20 — Stop w/ord warn.
nov 21 Taken to Dealer.
22 - 23 (return ?) NOT
Weeky 27th Still Don't Know.

Tue Dec 5th happend to them. Loose wire??
Changed seat.

Thur. Car Ready.

Returned Dec 6 with Chip in Door. 1567 mi.

Dec 14th ; taken to Repair Chip Returned 12/22.

Jan 10
5:50 AM Car breaked for no Reason.
again high Beams went on + off all the way
to work. 1989 miles Drop car off.
2005 miles
Returned Jan 16th nothing Done 2038
miles

Called Cust Relations 1/24 CASE# [redacted]

Scanned by CamScanner

Feb 7.

5:45 Am 21°
Clear Roads.

high beam on/off.
(no Reason)

Blinking crash light

USED.
wheel / seat / radio / heat

warmed car for 10 min

Scanned by CamScanner

Feb 12

5:44 AM 25°
Clear Roads
no frost

Blinking CRASH Light

USED
Wheel Seat Raidio heat
warmed Car 10 min

Stopped Blinking 1/2 way
to work.

Scanned by CamScanner

Feb 15

5:55 AM 39°

Safty Shield went up for about 2 sec.

misty out no RAIN

Seat heat Radio

warmed Car 10 min

Scanned by CamScanner

Feb 19

5:44 AM 25°
Clear Roads

High Beams on
When NOT needed

Blinkers CRASH light

Wheel / Seat / Heat / Radio.

Car warmed 10 Min -

Scanned by CamScanner




11:25 AM
45 °F
RPMx1000
4
5
6
7
8
C
H
60
MPH
80
40
100
140
60
20
20
180
220
km/h
0
1/2
P
221
2635 miles


Select Vehicle
Confirm Vehicle
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
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
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Expla
1 / 4
1 / 1

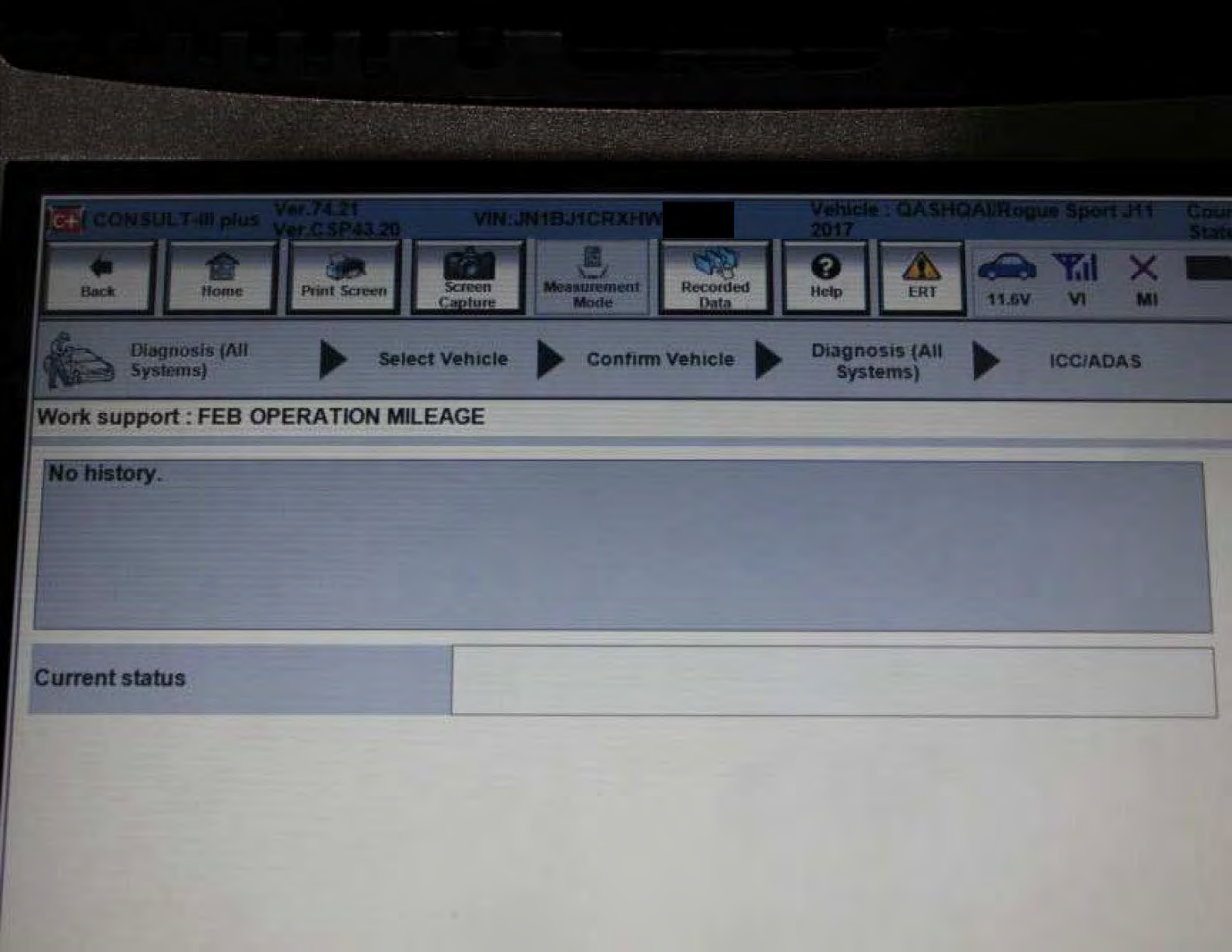
CONSULT-III plus Ver.74.21 Ver.CSP43.20 VIN:JN1BJ1CRXHW[redacted] Vehicle : QASHQAI/Rogue Sport J11 2017 Country : United States

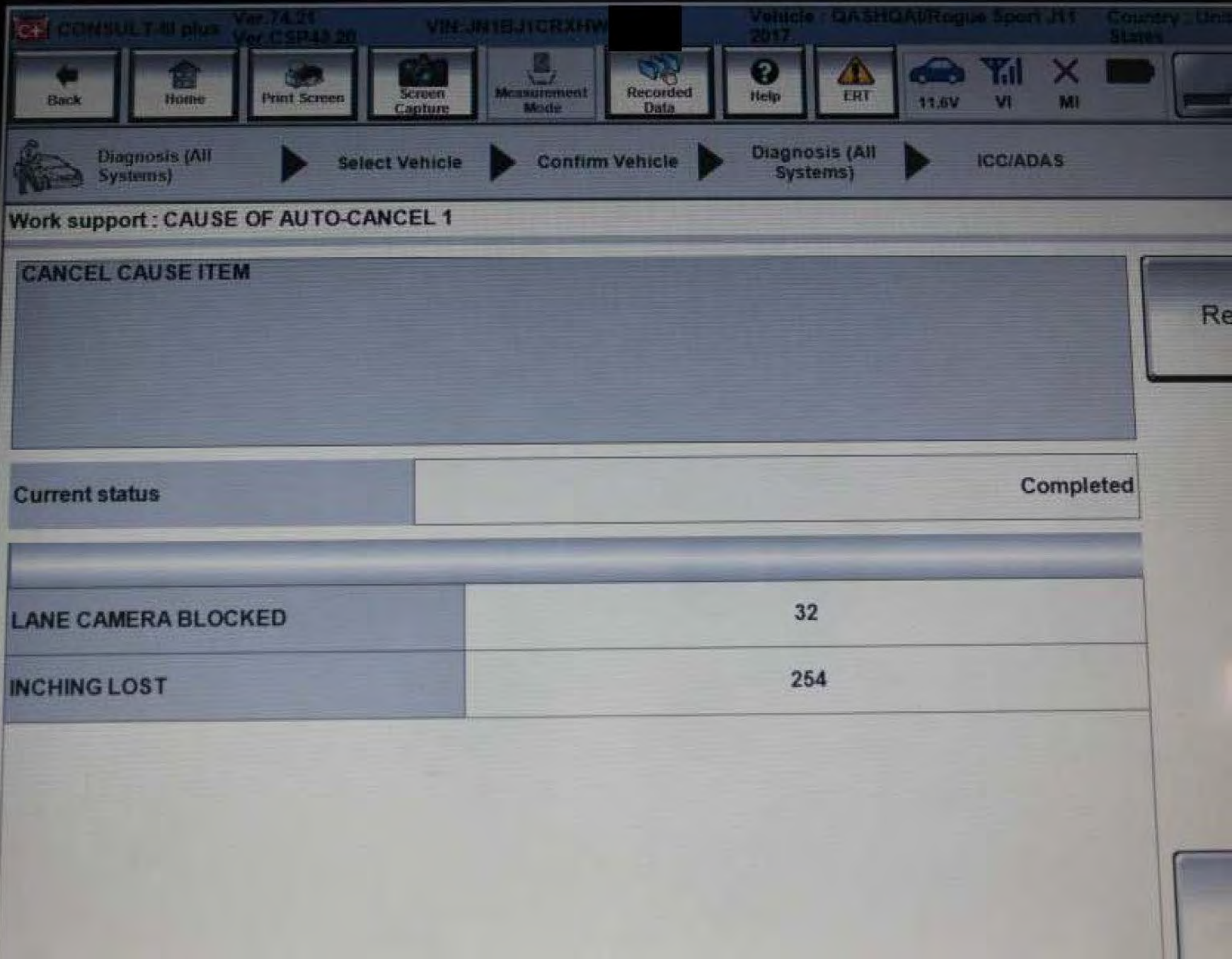
Freeze Frame : LASER/RADAR

DTC RESULTS	C1A16-97	RADAR STAIN [CMP/SYS OPR OBST OR BLKD]

MONITOR ITEM		
ODO/TRIP METER	2333	mile

Print


CONSULT-III plus
Ver.74.21
Ver.CSP43.20
VIN:JN1BJ1CRXHW
Vehicle : QASHQAI/Rogue Sport J11
2017
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status


CONSULT-III plus
Ver.74.21
Ver.CSP43.20
VIN:JN1BJ1CRXHW[redacted]
Vehicle : NISSAN/Rogue Sport J11
2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Re
Current status
Completed
LANE CAMERA BLOCKED
32
INCHING LOST
254


MANUFACTURED BY NISSAN MOTOR CO.,LTD.
DATE: 5/17
GAWR/PNBE FR: 2370 LBS. RR: 3130 LBS.
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL
MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION
STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE
SHOWN ABOVE.
VIN: JN1BJ1CRXH[redacted]
COLOR TRIM TRANS AXLE ENGINE
G41 G RE0F10D GS63 MR20(DD)
JN1BJ1CRXH[redacted]
















NISSAN


NISSAN


HUNTER








ROGUE
SPORT


SL AWD














NISSAN


NISSAN


NISSAN



Search

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Vehicle
JN1BJ1CRXHW[redacted]

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Vehicle Campaigns [1] | Warranty Cases [1] | Cases [5] | Service History [21] | Vehicle Service Contracts [1] | Vehicle History [1] | DTS Field Inspections [2]

Vehicle Detail

VIN	JN1BJ1CRXHV[redacted]		
Last Modified By	castiron, 3/7/2018 9:48 AM	Branded Title	
Created By	NNAETL, 6/26/2017 11:15 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	2,045	MSRP	$31,945
Latest Recorded Mileage Units	M		
In Service Date	8/28/2017		

Manufacturing Data

Make/Model	2017 Nissan ROGUE SPORT	Manufacturer Date	5/15/2017
Model Year	2017	Plant Name	KYUSHYU (NML)
Make	Nissan	PDI Date	
Model Line	ROGUE SPORT	Country Code	USA
Model Code	27617	US Specification Indicator	Y
Body Style Type	HATCHBACK	Emissions Type	50 STATE
Exterior Color	MAGNETIC BLACK	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RSP
Factory Installed Options	B92B93C03K02L92M93N93U02Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (REAR BUMPER PROTECTOR (CHROM), C03 (50 STATE EMISSIONS), K02 (SL PLATINUM PACKAGE), L92 (CARPETED FLOOR MATS), M93 (REAR CARGO PROTECTOR 2 PIECE), N93 (FRAMELESS REAR VIEW MIRROR WIT), U02 (SL PREMIUM PACKAGE), 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	Brande
1	BASIC COVERAGE	8/28/2020	36,000				
2	POWERTRAIN COVERAGE	8/28/2022	60,000				
3	SEAT BELT	8/28/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	8/28/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	8/28/2025	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]	BOCH NISSAN SOUTH	Retail Sale	ROGUE SPORT	8/28/2017	

Vehicle Ownership

Vehicle Ownership

Action	Name	Owner	Begin Date	End Date
View	V[redacted]	[redacted]		
View	V[redacted]	[redacted]	8/31/2017	8/28/2017

Vehicle Campaigns

Vehicle Campaigns Help

Action	Vehicle Campaign Number	Master Vehicle Campaign	Campaign Type	Campaign Status	Campaign Primary Description	Campaign Secondary Description	Effective Date	TSB Number	GL Code
	RC[redacted]	[redacted]	Service	Closed	2017 - Rogue Sport; Vehicle Information Display Reprogram	COMBINATION METER REPROGRAM	8/11/2017	NTB17-094	

Warranty Cases

Warranty Cases Help

Action	Case Number
	[redacted]

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]	1/24/2018 12:19 PM		2,197	Open	0	Alex Kang
| Edit | Cls	[redacted]	DPIC	BOCH NISSAN SOUTH	12/1/2017 11:26 AM	12/1/2017 11:26 AM		Closed	0	Jerry Oliver
| Edit | Cls	[redacted]	TECH LINE		11/22/2017 1:53 PM	11/22/2017 2:30 PM	1,480	Closed	0	Timothy Greaux
| Edit | Cls	[redacted]	VCS	[redacted]	8/31/2017 12:08 PM	8/31/2017 12:09 PM		Closed	0	Hope McCain
| Edit | Cls	[redacted]	VCS	[redacted]	8/31/2017 11:54 AM	9/18/2017 1:50 PM		Closed	0	Hope McCain

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 #
	SRH[redacted]			12/28/2017	1,480	JO-ANNE POMFRET	5634	[redacted]	A
	SRH[redacted]		PD	6/27/2017	5	NP NP	5634	[redacted]	A
	SRH[redacted]			6/20/2017	1	NP NP	2420	[redacted]	
	SRH[redacted]			6/20/2017	1	NP NP	2420	[redacted]	
	SRH[redacted]		I	12/27/2017	1,480	[redacted]	5634	[redacted]	
	SRH[redacted]		I	12/27/2017	1,480	[redacted]	5634	[redacted]	
	SRH[redacted]		W	12/27/2017	1,480	[redacted]	5634	[redacted]	
	SRH[redacted]		W	12/27/2017	1,480	[redacted]	5634	[redacted]	
	SRH[redacted]		W	12/27/2017	1,480	[redacted]	5634	[redacted]	
	SRH[redacted]		W	12/27/2017	1,480	[redacted]	5634	[redacted]	
	SRH[redacted]		W	12/27/2017	1,480	[redacted]	5634	[redacted]	
	SRH[redacted]		I	12/20/2017	1,481	[redacted]	5634	[redacted]	
	SRH[redacted]		I	12/20/2017	1,481	[redacted]	5634	[redacted]	
	SRH[redacted]		I	6/27/2017	5		5634	[redacted]	
	SRH[redacted]		W	6/27/2017	5		5634	[redacted]	
	SRH[redacted]		W	6/27/2017	5		5634	[redacted]	
	SRH[redacted]			1/24/2018	2,000	[redacted]	5634	[redacted]	A
	SRH[redacted]		I	1/24/2018	2,045	[redacted]	5634	[redacted]	
	SRH[redacted]		W	1/24/2018	2,045	[redacted]	5634	[redacted]	
	SRH[redacted]		W	1/24/2018	2,045	[redacted]	5634	[redacted]	
	SRH[redacted]		W	1/24/2018	2,045	[redacted]	5634	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

Action	Policy #	Contract Type	Cancel Effective Date	VSC First Name	VSC Last Name	Current Owner	Deductible	Effective Date	Expire Date	Expire Mileage
	[redacted]	Sec+Plus Gold Pref		[redacted]	[redacted]		0	8/28/2017	8/28/2024	70,000

Vehicle History

Vehicle History Help

Date	User	Action
6/26/2017 11:15 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspections Help

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	12/4/2017	[redacted]	Benjamin	Foss	NER	12/8/2017 7:54 AM	12/8/2017 7:55 AM

Edit	[redacted]	Completed	2/8/2018	[redacted]	Benjamin	Foss	NER	2/26/2018 10:00 AM	2/27/2018 7:19 AM

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PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2

DOCUMENTS

FIELD REPORTS



Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MVXHC[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 N Jericho 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 3/14/2017 VIN 5N1AT2MVXHC[redacted]

Mileage 6667 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
PC601	Rogue Engine Mount NTB18-002 (T32)	◉ Open ○ Closed	3/13/2018

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 1/12/2018 Time 2:00 PM

Location of Incident (describe fully) In parking lot of local gym. Exact location of gym not provided.

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

Vision obstruction (describe) None given

Temperature at time of incident 54° F Parking location prior to time of incident Not Given

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MVXHC[redacted]

Overnight temperature prior to incident: 46.9 | 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 his issue has happened twice, one time with Claimant and the second with the Claimant's son. Claimant stated when it happens to him, he was leaving the gym and was coming to a stop sign when his vehicle stopped before reaching the stop sign. Claimant stated the location he lives in has a lot of elevated area but no railroad tracks. Claimant stated the second time it happened, his son was driving on the hwy going about 60 mph, when his vehicle slowed down on its own to almost a complete stop. Claimant stated that he as taken the vehicle to the dealer and they have checked the vehicle but could not find any issues with the car.
Relation to Roadway (on-road, off-road, left side, right side)	on roadway, RH side / on highway
Number of times incident occurred	twice
Driver Action (braking, steering, etc.)	braking, steering straight ahead
Special Circumstances	None Given
Actions taken after incident and results of those actions	Following alleged FEB, vehicle was continued to be operated normally.

Vehicle Estimated Speed	< 10mph	Source	Claimant	Posted Speed Limit	Parking lot speed.
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 obstructions in front of vehicle.	Claimant.

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MVXHC[redacted]

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



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

Address [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 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 N/A

VI. Investigation Results

Date of vehicle inspection 3/1/2018

Location of inspection Legend Nissan Service Department, Long Island Ny

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

Vehicle exhibits no sighs of impact or collision trauma.

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

Photos taken by Kevin D. Mackay # Photos 85

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 6-13, 33 - 56)

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MVXHC[redacted]

Engine/ Transmission/ Drivetrain	No abnormalities found. (Please see photos 60 - 66, 70 - 72)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found. (Please see photos 70 - 77)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found. (Please see photos 14 - 32)
Seat Belts/ Child Restraints (if applicable)	No abnormalities found. (Please see photos 14 - 32)
Air Bags	No abnormalities found. (Please see photos 14 - 32)

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 obstructions in front of vehicle.	Upon inspection, found vehicle exhibited no signs of exterior trauma. Performed inspection of Control Unit diagnostics and found a PAST C1A16-97 RADAR STAIN code stored in the LASER RADAR CU. found no further codes stored in any other system. Inspected FEB OPERATION MILEAGE Log and found that the log has a past recording of FEB operation that occurred at 4986 miles. Performed inspection of the front laser radar unit as well as the lane camera and found both the laser radar unit and the lane camera are installed correctly with no obstructions and that the connectors are in good condition and fully connected. DTS test drove vehicle on surface streets, on highway and in parking lot conditions, and was unable to duplicate any level of FEB operation on 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 5N1AT2MVXHC[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 the C3+ Data file.

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MVXHC[redacted]

	Yes	No	Comments
EDR download included in report?	◉	○	Please see the 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 photo 56
○	◉	Physical damage to camera? (ie. cracks)	Please see photos 56 - 59
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Please see photos 40 - 42, 67 - 69
○	◉	Physical damage to radar sensor units? (ie. cracks)	Please see photos 40 - 42, 67 - 69
◉	○	Electrical connection to radar module firmly seated?	Please see photos 67 - 69
◉	○	Electrical connection to camera module firmly seated?	Please see photos 57 - 59
○	○		

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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Case
[redacted]

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Case Comments [15] | Case Categorizations [0] | Open Activities [2] | Activity History [1] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [22] | 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	DeHenry Kidd [Change]
Home Phone	[redacted]	Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	2/1/2018 7:30 AM
Letter Received Date		Date/Time Closed	
Follow Up Date	3/23/2018	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	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,200		

Incident Codes - IIR REQUIRED

Incident Date	1/12/2018		
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	5N1AT2MVXH[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	LEGEND NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	2/1/2018
Responsible District	07	Dealer Instructions	
Shared With	LEGEND NISSAN	Requested Dealer Action	please review.

Related Items

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

RHR Started	2/1/2018	Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Primary & Secondary Root Cause Code

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

Action Code

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

DTS Request

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

System Information

Subject	CUSTOMER[redacted] PHONE:[redacted] VIN: 5N1AT2MVXH[redacted]		
Created By	Riley Nabert, 2/1/2018 7:30 AM	Root Cause Code	SCIN
Last Modified By	DeHenry Kidd, 3/13/2018 7:43 AM	Root Cause Code (2)	
Legacy Case Number		Action Code	NT8G
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: DeHenry Kidd (3/13/2018 7:42 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 (3/9/2018 9:28 AM)** Arbs reached out to the DTS to see if he was able to inspect the vehicle and uploaded it to the FTP site arbs is waiting on a reply.
Make Private	✓	**Created By: Makhaila Elder (2/28/2018 4:31 PM)** CRT-ME received VMX from C stating C's wife would meet DTS at DLR for inspection at 10am EST 3/1/2018.
Make Public		**Created By: DeHenry Kidd (2/9/2018 2:13 PM)** Inspection is set for 3/1 at 10am EST
Make Public		**Created By: DeHenry Kidd (2/9/2018 12:09 PM)** Arbs contacted customer to let him know the inspection date customer stated the 22nd would not work and that customer asked for inspection date to fall between March 1st and March 9th Arbs has reached out to the DTS to let him know and is waiting on a response for new date.
Make Public		**Created By: DeHenry Kidd (2/7/2018 8:20 AM)** Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time
Make Public		**Created By: DeHenry Kidd (2/7/2018 8:18 AM)** Verified Name Address Phone# VIN Mileage Responsible Dealer Checked for open Recalls/Campaigns: None Customer stated this has happen twice one with customer and the second with his son. Customer stated when it happen to him customer was leaving the gym and was coming to a stop sign and the vehicle stopped before reaching the stop sign. Customer stated the location he lives in has a lot of elevated area but no railroad tracks. Customer stated the second time it happen was when his son was driving on the hwy going about 60 when the vehicle slowed down on its own to almost a complete stop. Customer stated that he as taken the vehicle to the dealer and they have checked the vehicle but could not find any issues with the car. Customer stated he is also having an issue with the vehicle vibrating when customer drives the vehicle over 60mph. Arbs directed customer work with the dealership on that concern. 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 (2/2/2018 3:47 PM)** C contacted NNA about FEB concern and veh shaking, repurchase/replacement of veh.
Make Private	✓	**Created By: Makhaila Elder (2/2/2018 2:34 PM)** CRT-ME placed outbound call to C[redacted] CRT-ME completed IIR and submitted further review. C thanked CRT. CRT thanked C. Call ended.
Make Public		**Created By: Tondia Johnson (2/2/2018 1:49 PM)** Sr. Planner Tondia J. reviewed case with Incident Investigation Specialist Dakota M. advised to complete Investigation Incident Report (IIR) and submit for further review.
Make Private	✓	**Created By: Makhaila Elder (2/2/2018 1:38 PM)** *** DISREGARD PREVIOUS CASE NOTES*** CRT-ME reviewed further with SRPLNR-Tondia Johnson and decided to review with IIR team.
Make Private	✓	**Created By: Makhaila Elder (2/2/2018 1:33 PM)** CRT-ME is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted NNA CA requesting assistance with VEH shaking and randomly stopping. CRT-ME reviewed with SA-Amanda Lumer. STATEMENT OF DECISION: CRT-ME advised C that DLR would be willing to provide C with loaner until NNA releases a fix to DLR regarding C's concern as there is no fix available.
		Created By: Makhaila Elder (2/2/2018 1:31 PM)

CRT-ME placed outbound call to C @[redacted]
CRT-ME ADVISED "This call may be recorded for quality and training purposes ".
CRT-ME VERIFIED C's name, mailing address, e-mail.
CRT-ME CHECKED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: 1; techline;[redacted]
CRT-ME advised C that CRT-ME role to C is the case manager meaning CRT is to act as the point of contact on behalf of NNA corporate regarding C's concerns with VEH or DLR.
CRT-ME advised C that CRT is aware that VEH is stopping.

C cut CRT off.
C stated that VEH just stopped and then C was driving over speed bump and then VEH cut off again.
C stated recently VEH shaking when C hit about 60 MPH.
C stated that 60 MPH is not fast on a highway.
C stated C wanted to give son SUV that's why C purchased VEH.
C stated that wife is worried that VEH is not safe for C to drive if VEH is stopping on C.
C stated that DLR thought it may be sensors.
C stated that DLR knows about.
C stated that this concern is common and C wants to bring it to NNA attention.
C stated that NNA needs to do something about concern.

CRT-ME advised C that DLR would be able to provide C with a loaner until a fix is available for concern but at this NNa is aware of concern and currently working on a fix to provide DLR's with recommended repairs for VEH concern.
CRT-ME understood why C may feel uncomfortable driving VEH and DLR is wiling to put C in loaner as DLR is aware that concern is being reviewed by NNA.

Make Private

C stated c is just not comfortable with son driving VEH.
C asked how long before fix is available.

CRT-ME stated unfortunately CRT is unaware for the time it will take for a fix to become available for c's concerns.

C stated C can call CRT back in a couple weeks to check on status on concern and fix.

CRT-Me advised C that it does not work that way.
CRT-ME stated that CRT cannot confirm when fix is available but DLR will contact C when it is available.
CRT-ME advised C if C wants to drive loaner until fix is don then C can and DLR will provide C with loaner.

C asked CRT what happens when fall comes and C has to send son off to school.

CRT-ME advised that hopefully a fix is available before the fall but C can discuss other options with DLR about VEH trade ins if C would like to do that.

C stated okay.
C stated that C will go to DLR Saturday and ask about loaner.
C stated that if c feels comfortable driving VEH then C will dirve it.
C thanked CRT.

CRT-ME provided name and contact #.
CRT-ME thanked c for time.

C thanked CRT.

call ended mutually.

Created By: Makhaila Elder (2/2/2018 1:03 PM)
CRT-ME placed outbound call to LEGEND NISSAN @[redacted]
CRT-ME spoke with Sa- Amanda Lumer

SA stated that VEH stops when it shouldn't.
SA stated No bulletin message.
SA stated that tech messaged techline as per NNA no recommended repairs at time, NNA is aware and is working on fix.

Make Private

SA stated that SA has had a few VEH's coming up with concern.
SA stated that SA wold pt C in loaner until NNA come up with a fix for VEH.

CRT-ME stated that CRT will mention that option to C.
CRT-Me thanked SA.

SA thanked CRT.

Call ended mutually.

Created By: Riley Nabert (2/1/2018 7:33 AM)
CRR-RN VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-RN VERIFIED VEH Info including: VIN#, Current Mileage,
CRR-RN CHECKED for open recalls/campaigns and found: 0
CRR-RN CHECKED for previous UNRELATED Case(s) and found: 0
CRR-RN CHECKED previous RELATED Case(s) and found: 0
CRR-RN NOTED concern is: UNREPAIRED CONCERN
CRR-RN received inbound call from C

C stated C owns a Nissan Rogue
C stated C has 6,200 miles on VEH
C stated on two different occasions the VEH stopped short
C stated on the first occasion the VEH just stopped and C just restarted the VEH
C stated C brought VEH to DLRSHP-Legend Nissan
C stated DLRSHP did a diagnose about the sensor within the emblem is phantom
C stated the DLRSHP stated about the phantom is that the sensor is sensing something that isn't there
C stated the DLRSHP stated this is a problem NNA knows about the sensor concern
C stated C wife is worried about this concern
C stated C son is supposed to get the VEH next year and there is too many worries about the son taking the VEH and having this concern happen and the son get in an incident

Make Public

C stated the DLRSHP told the C to bring the VEH back in to have another diagnose completed
C stated the diagnose came back again as the phantom sensor
C stated C is worried with this VEH
C stated this can be a very dangerous situation
C stated the person who C worked with at DLRSHP is Vincenzo Gianni
C stated this concern happened 4 to 6 weeks ago
C stated C is very happy with the VEH
C stated C also has a concern with the VEH shaking when going 60 MPH or above
C stated DLRSHP stated this is normal when snow are in the tires
C stated either repair the VEH or replace the VEH

****

CRR-RN provided C with Case # & Agent ID
CRR-RN informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day Friday, February 2nd, 2018 regarding the C concern

C understood and appreciated the assistance

CRR-RN asked C if there is anything else CRR-RN could do to assist C

C declined

Call ended mutually

Best Contact # : [redacted]

Case Categorizations

New Case Categorization | Case Categorizations Help

No records to display

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	2/5/2018			[redacted]	DeHenry Kidd	2/2/2018 3:48 PM	ARBS-SD
Edit | Cls	DTS Follow Up [redacted] : LEGEND NISSAN	Not Started	2/9/2018				DeHenry Kidd	2/7/2018 8:20 AM	ARBS-DK

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] LEGEND NISSAN			2/9/2018	Kevin MacKay		Completed	2/7/2018 8:13 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	Makhaila Elder, 2/2/2018 2:35 PM	2/2/2018			5N1AT2MVXHC[redacted]	

DTS Field Inspections

DTS Field Inspections Help

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

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
3/13/2018 7:43 AM	DeHenry Kidd	Changed **Follow Up Date** from 3/14/2018 to **3/23/2018**.
3/9/2018 9:29 AM	DeHenry Kidd	Changed **Follow Up Date** from 3/9/2018 to **3/14/2018**.
2/28/2018 12:40 PM	DeHenry Kidd	Changed **Follow Up Date** from 2/28/2018 to **3/9/2018**.
2/9/2018 2:13 PM	DeHenry Kidd	Changed **Follow Up Date** from 2/9/2018 to **2/28/2018**.
2/7/2018 8:21 AM	DeHenry Kidd	Changed **Follow Up Date** from 2/7/2018 to **2/9/2018**.
2/6/2018 10:20 AM	DeHenry Kidd	Changed **Follow Up Date** from 2/6/2018 to **2/7/2018**.
2/5/2018 7:54 AM	DeHenry Kidd	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MVXHC[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MVXHC**[redacted] Changed **Follow Up Date** from 2/7/2018 to **2/6/2018**.
2/2/2018 3:47 PM	Samantha Dixon	Changed **Case Owner** from Makhaila Elder to **DeHenry Kidd**.
2/2/2018 3:47 PM	Samantha Dixon	Changed **Description**.
2/2/2018 2:36 PM	Makhaila Elder	Changed **Follow Up Date** from 2/2/2018 to **2/7/2018**.
2/2/2018 2:12 PM	Makhaila Elder	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MVXHC[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MVXHC**[redacted]
2/2/2018 1:03 PM	Makhaila Elder	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MVXHC[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MVXHC**[redacted].
2/1/2018 3:26 PM	Janisha Wilkerson	Changed **Case Owner** from Amanda Yett to **Makhaila Elder**.
2/1/2018 7:55 AM	Amanda Yett	Changed **Data Net** from false to **true**.
2/1/2018 7:54 AM	Amanda Yett	Changed **Description**.
2/1/2018 7:39 AM	Riley Nabert	Changed **Escalated By ID** to [redacted]

		Changed **Case Owner** from Riley Nabert to **Amanda Yett**.
2/1/2018 7:33 AM	Riley Nabert	Changed **RHR Started** to **2/1/2018**.
2/1/2018 7:30 AM	Riley Nabert	Changed **VIN** to **5N1AT2MVXH[redacted]**
		Changed **Subject** to **CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MVXH[redacted]**
		Created.

Emails Send an Email Emails Help

No Emails Available

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Search

Samaritan Potter Help & Training

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

Vehicle
5N1AT2MVXHC[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [1] | Warranty Cases [0] | Cases [2] | Service History [13] | Vehicle Service Contracts [0] | Vehicle History [2] | DTS Field Inspections [1]

Vehicle Detail

There is an open vehicle campaign for this vehicle.

VIN	5N1AT2MVXHC[redacted]		
Last Modified By	DeHenry Kidd, 3/13/2018 7:43 AM	Branded Title	
Created By	NNAETL, 3/16/2017 11:04 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	6,200	MSRP	$35,040
Latest Recorded Mileage Units	M		
In Service Date	5/29/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	3/14/2017
Model Year	2017	Plant Name	Smyrna (NMM)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	GUN METALLIC	Emissions Certification	
Cylinders		Open Recall	✓
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	C03K03P01U35Z66		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), K03 (PLATINUM PACKAGE), P01 (SL PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) ROBERT SHILLING

Warranty Information

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

Vehicle Ownership

Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns Help

Action	Vehicle Campaign Number	Master Vehicle Campaign	Campaign Type	Campaign Status	Campaign Primary Description	Campaign Secondary Description	Effective Date	TSB Number	GL Code
	RC[redacted]	PC601	Service	Open	2016-17 - Rogue; Left Hand Engine Mounting Insulator	ENGINE MOUNT ROGUE (T32)	1/18/2018	NTB18002	PC603

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]	2/1/2018 7:30 AM		6,200	Open	0	DeHenry Kidd
| Edit | Cls	[redacted]	TECH LINE		1/27/2018 10:37 AM	1/27/2018 1:59 PM	6,284	Closed	0	Zach Hayward

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 #
	SRH[redacted]		C	3/1/2018	6,301	[redacted]	3670	[redacted]	
	SRH[redacted]		PD	3/30/2017	2	NP MASSAPEQUA NISSAN	5175	[redacted]	1
	SRH[redacted]	NO DEFECT FOUND	FW	1/29/2018	6,284	[redacted]	3670	[redacted]	1
	SRH[redacted]		C	1/29/2018	6,285	[redacted]	3670	[redacted]	
	SRH[redacted]		C	1/29/2018	6,285	[redacted]	3670	[redacted]	
	SRH[redacted]		C	1/29/2018	6,285	[redacted]	3670	[redacted]	
	SRH[redacted]		W	1/29/2018	6,285	[redacted]	3670	[redacted]	
	SRH[redacted]		C	1/20/2018	6,243	[redacted]	3670	[redacted]	
	SRH[redacted]		C	1/20/2018	6,243	[redacted]	3670	[redacted]	
	SRH[redacted]		C	1/20/2018	6,243	[redacted]	3670	[redacted]	
	SRH[redacted]		C	1/20/2018	6,243	[redacted]	3670	[redacted]	
	SRH[redacted]		I	5/18/2017	3	Amity Nissan Inc	5175	[redacted]	
	SRH[redacted]		W	3/30/2017	3	Amity Nissan Inc	5175	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
3/2/2018 7:02 AM	NNAETL	Changed **Open Recall** from false to **true**.
3/16/2017 11:04 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	2/9/2018	[redacted]	Kevin	MacKay	NER	3/1/2018 10:00 AM	3/13/2018 6:53 AM

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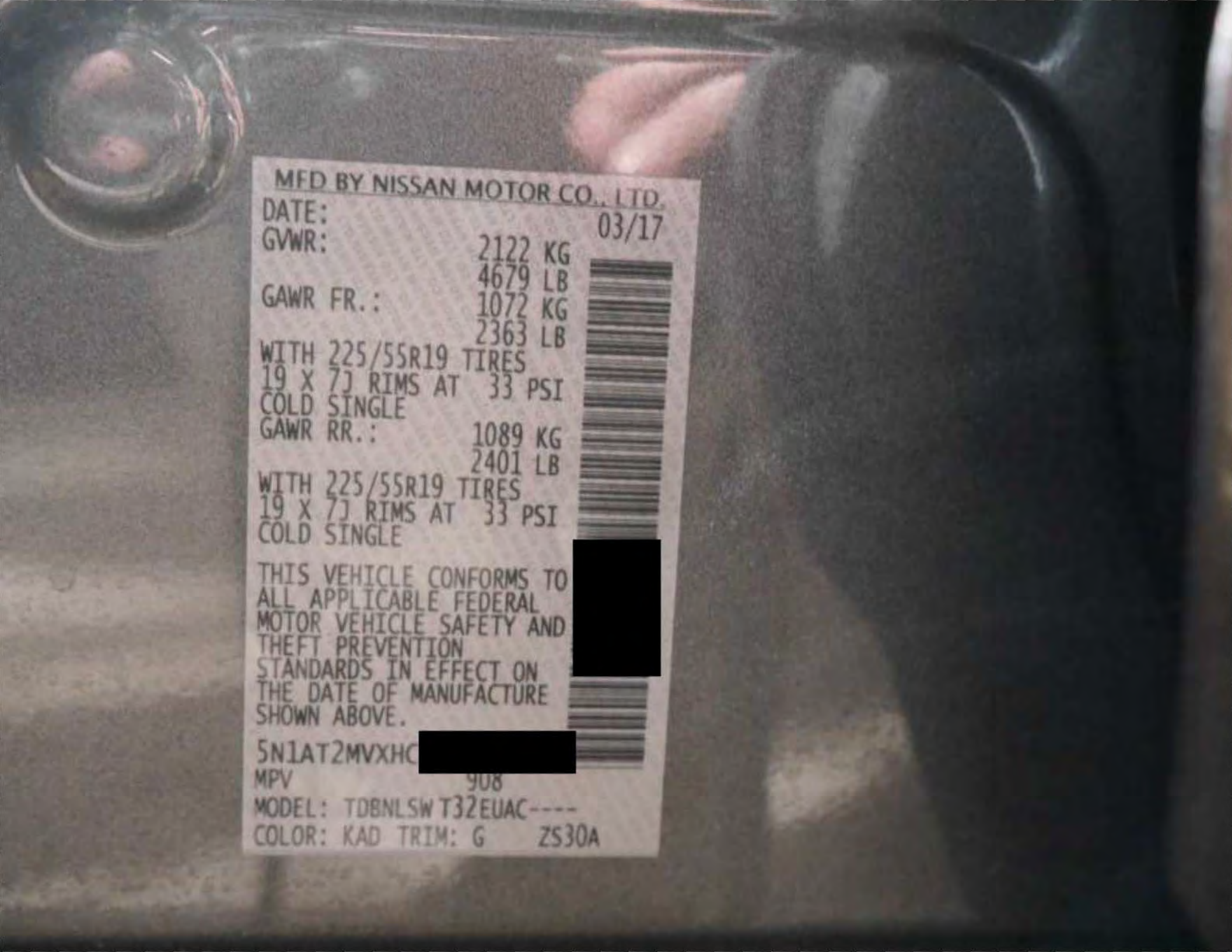
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11:43 AM
60 °F
No Warnings
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176
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RPMx1000
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5N1AT2MVXHC


NEW YORK
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05/18/19
NYMA
5N1AT2MVXHC[redacted]
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VEHICLE REGISTRATION
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SEP


MFD BY NISSAN MOTOR CO., LTD.
DATE: 03/17
GVWR: 2122 KG
4679 LB
GAWR FR.: 1072 KG
2363 LB
WITH 225/55R19 TIRES
19 X 7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR.: 1089 KG
2401 LB
WITH 225/55R19 TIRES
19 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.
5N1AT2MVXHC
MPV 908
MODEL: TDBNLSWT32EUAC----
COLOR: KAD TRIM: G ZS30A


10:00 AM
6667 miles
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6
7
8
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80
100
140


Challenger
NISSAN








NISSAN
ROGUE
SL AWD


















































NISSAN












NISSAN


NISS
































BJ
DO NOT DROP
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234130-254
TRW 1025206
NISSAN




QR25


NISSAN










BATTERY CHARGER

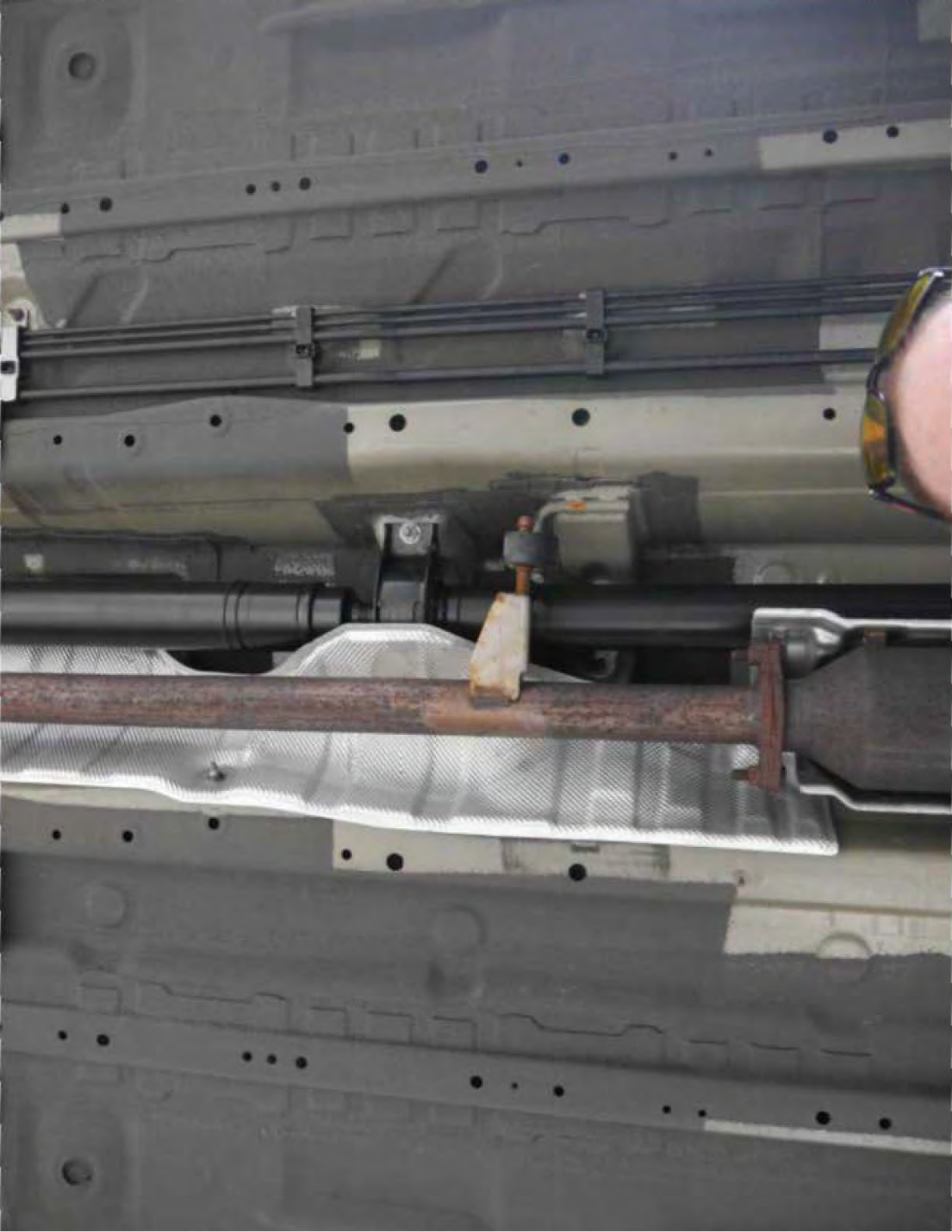





















10:33 AM
52°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
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196
6667 miles
RPMx1000
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10:33 AM
52°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
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RPMx1000
MPH
km/h

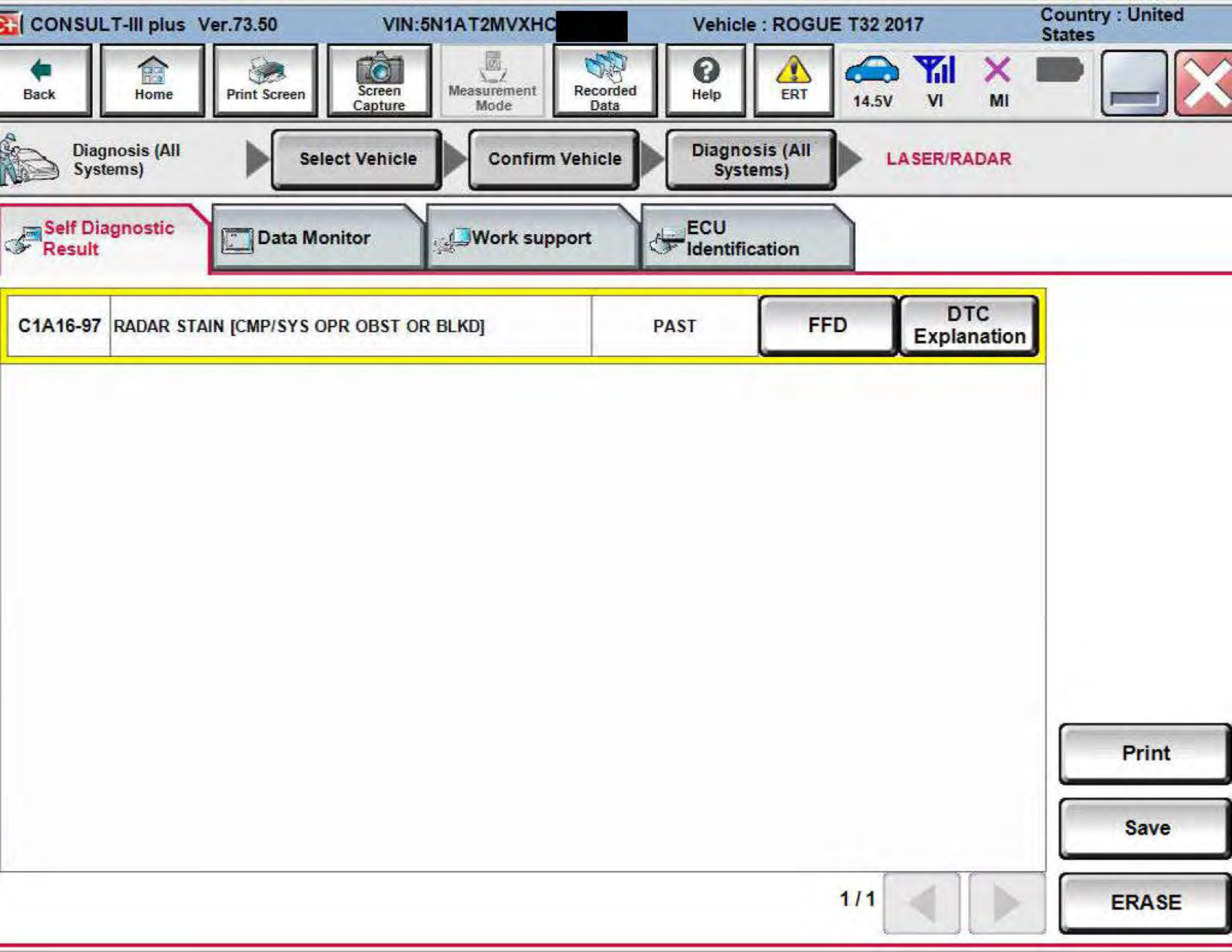

10:33 AM
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Driving Aids
Emergency Brake
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Blind Spot
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RPMx1000
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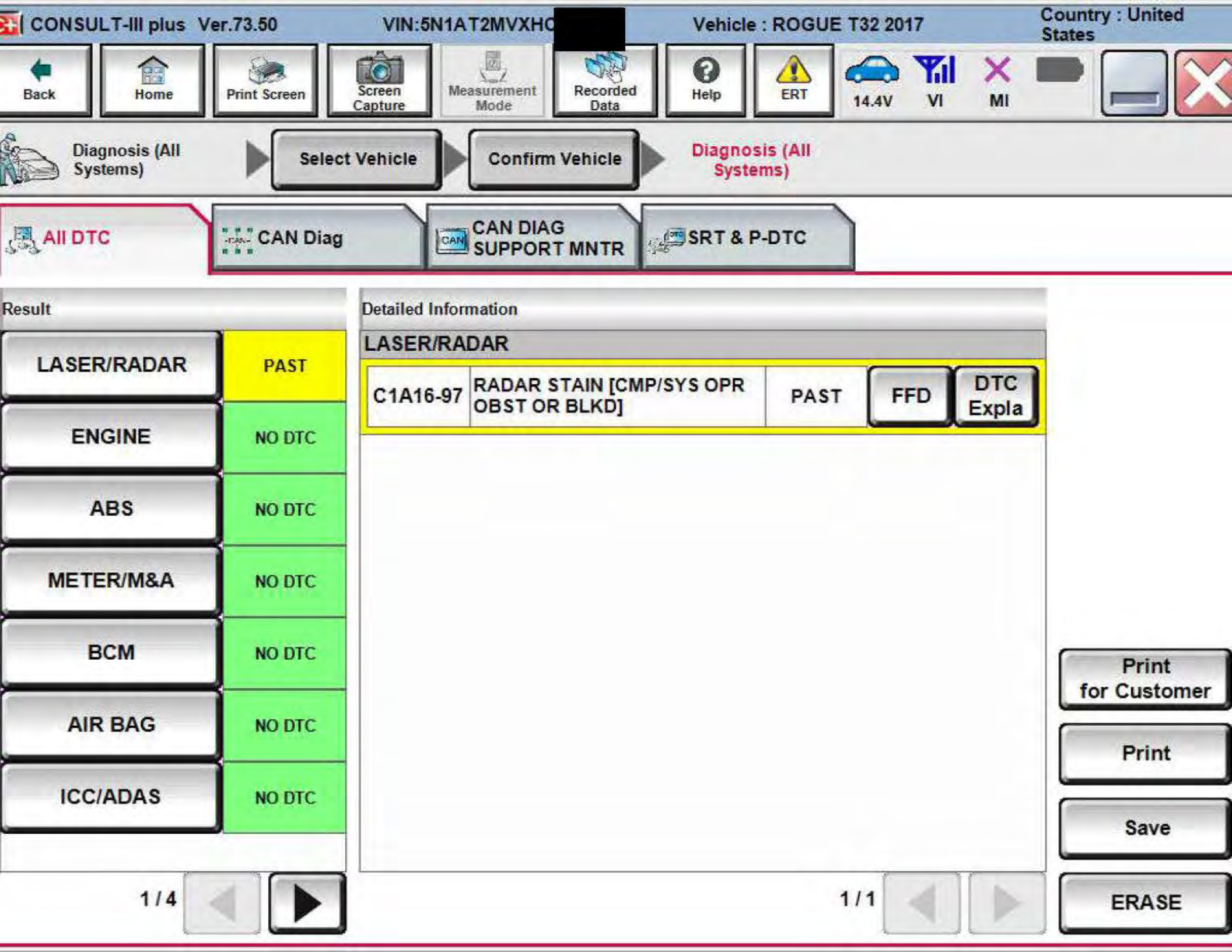

10:34 AM
52°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
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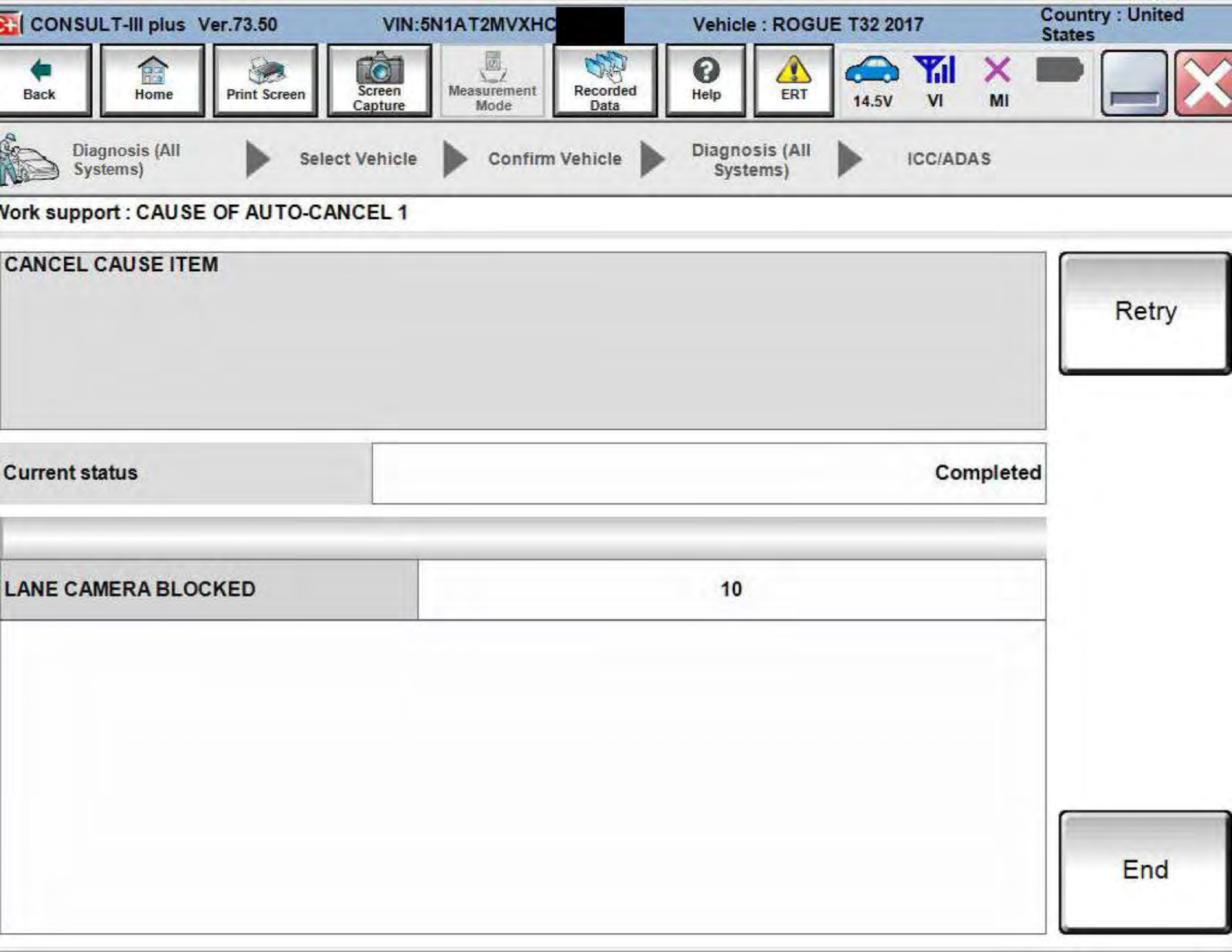

10:34 AM
52°F
Parking Aids
Moving Object
Cross Traffic
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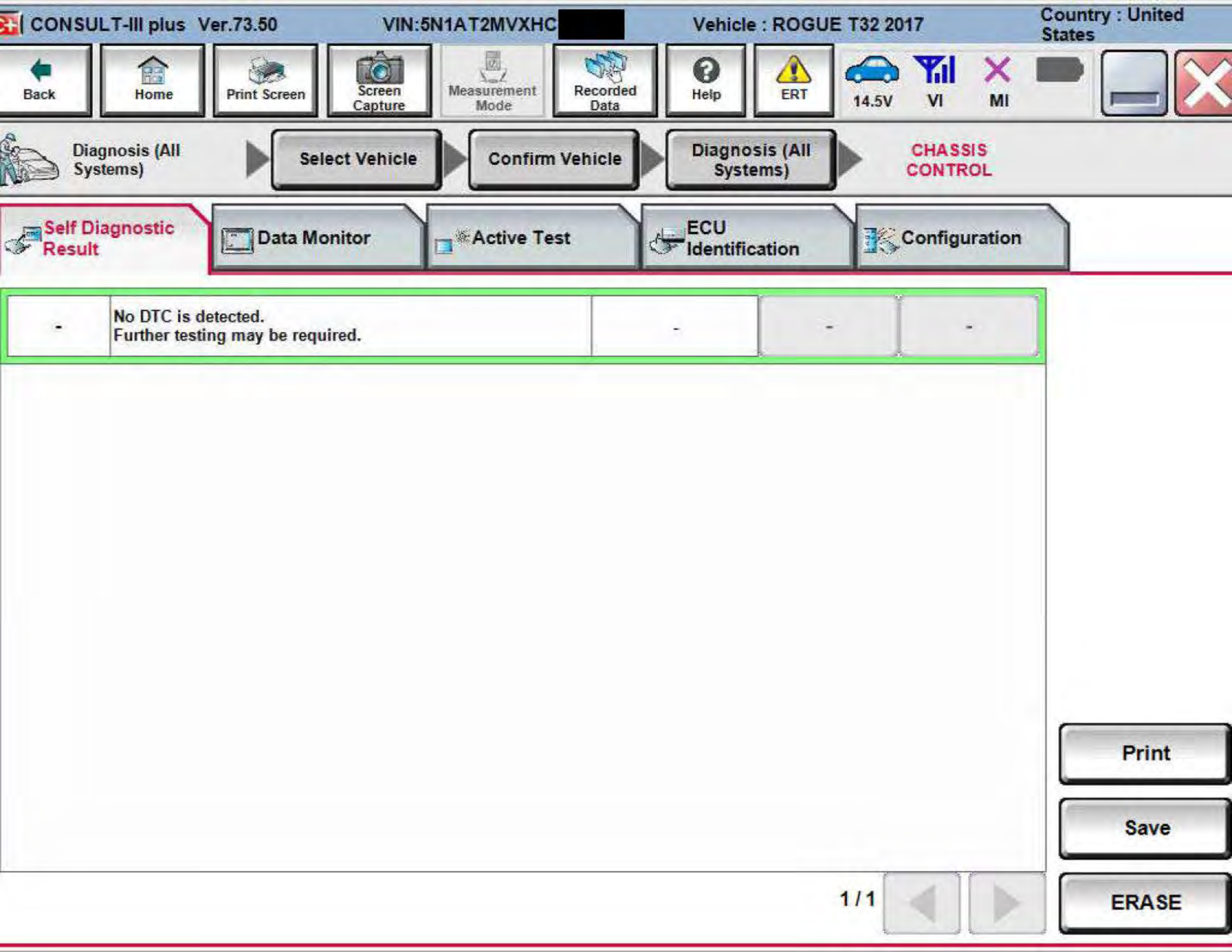

10:34 AM
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Driver Assistance
Driving Aids
Parking Aids
Chassis Control
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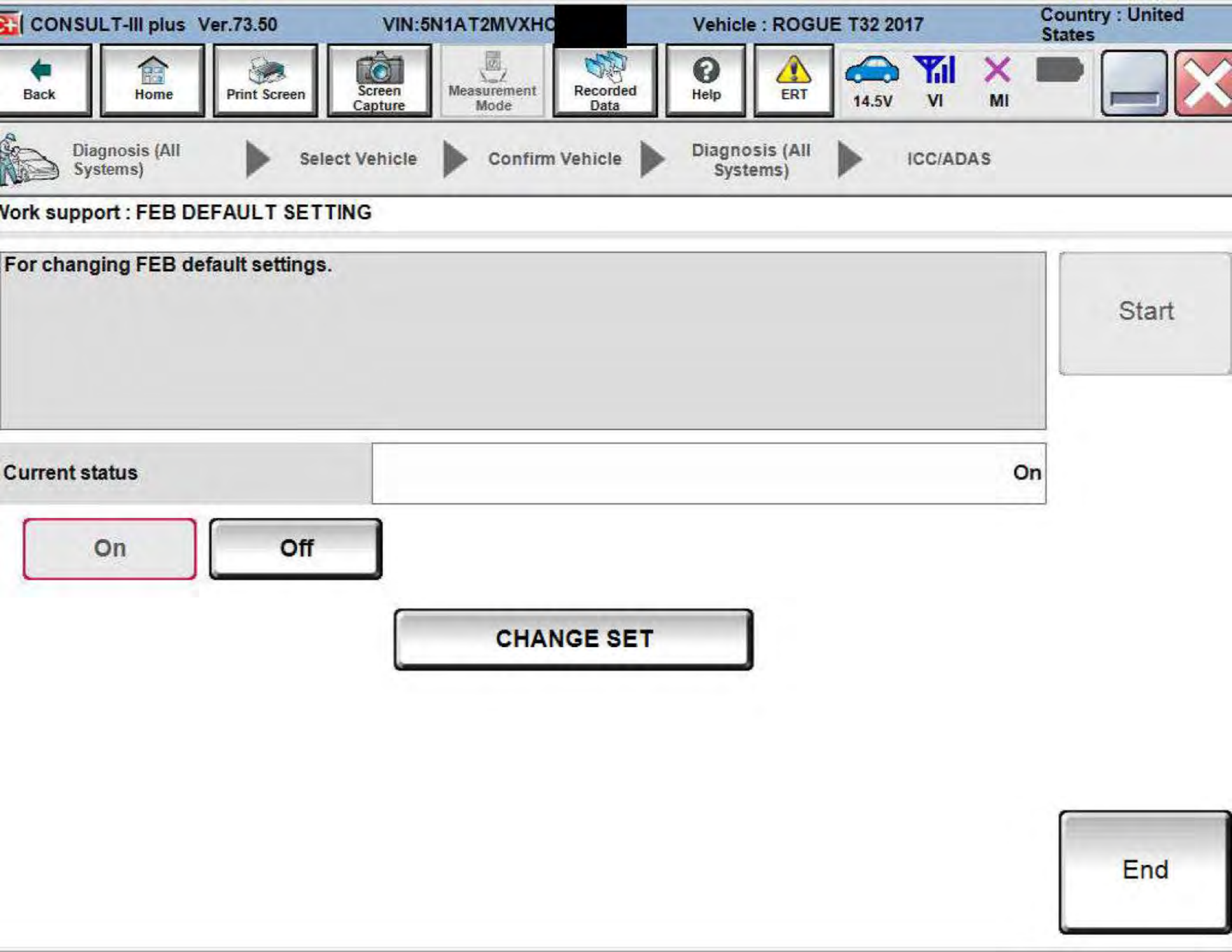

10:34 AM
52°F
Chassis Control
Trace Control
Engine Brake
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6667 miles
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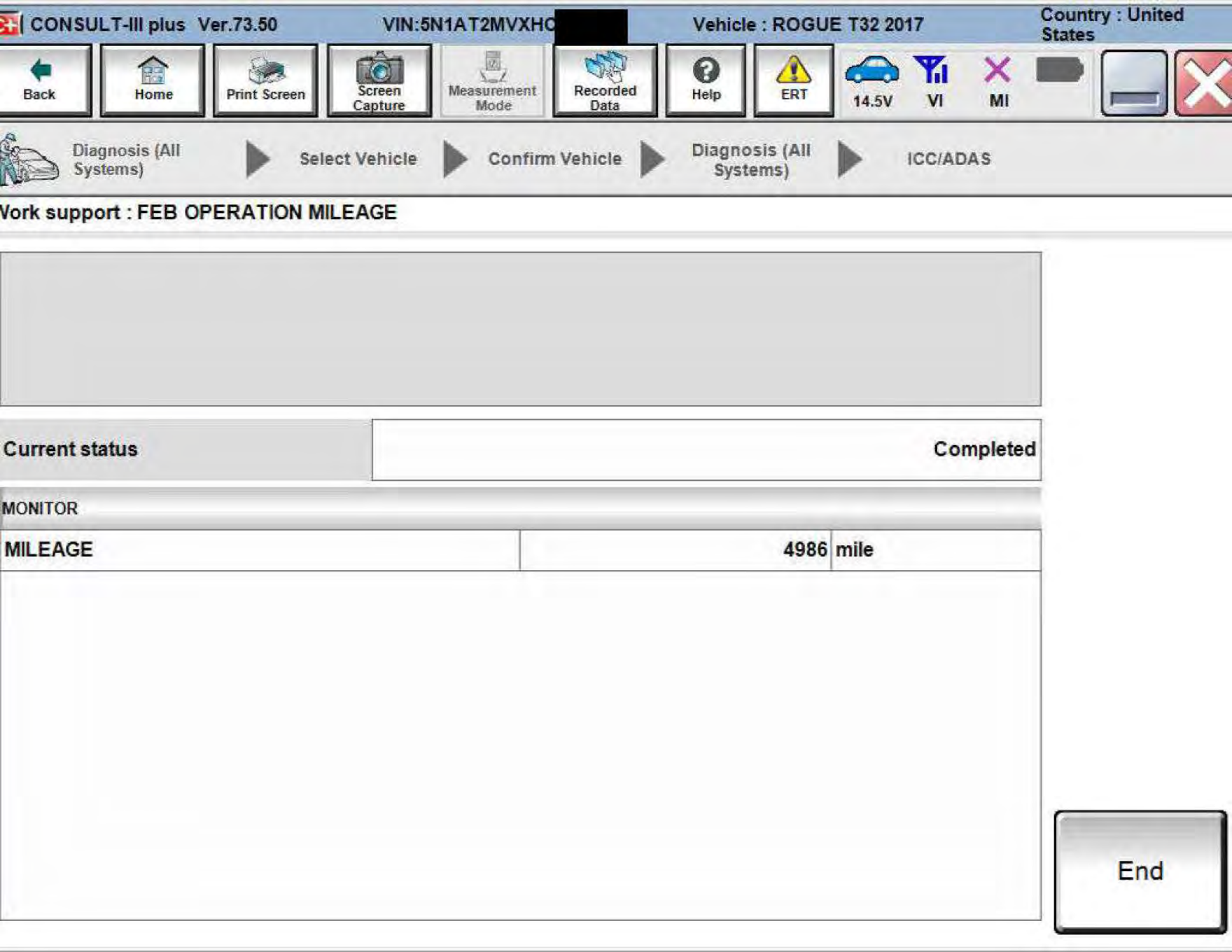

CONSULT-III plus Ver.73.50
VIN:5N1AT2MVXHC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Explanation
Print
Save
1 / 1
ERASE

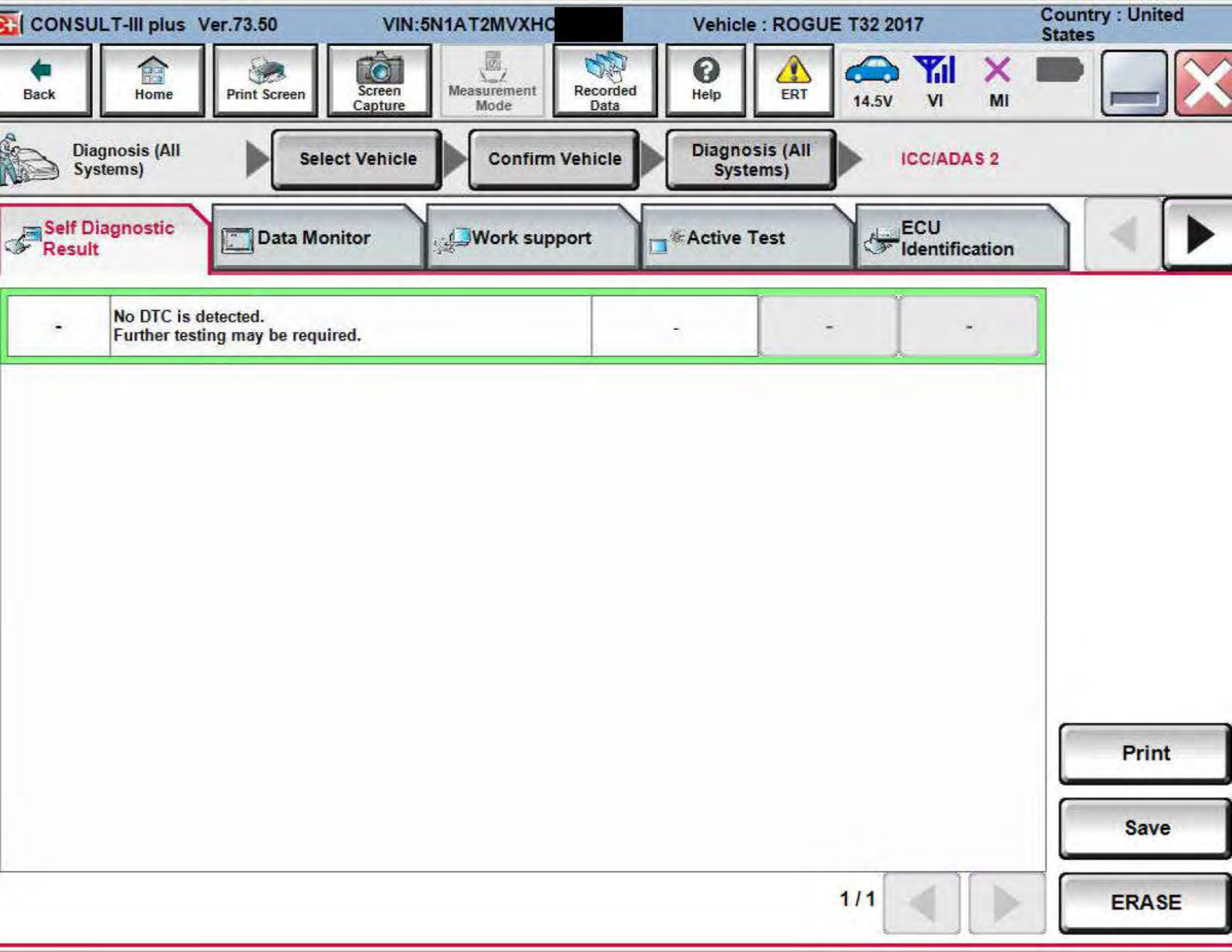

CONSULT-III plus Ver.73.50
VIN:5N1AT2MVXHC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.4V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
LASER/RADAR
PAST
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
1 / 4
Detailed Information
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Expla
1 / 1
Print for Customer
Print
Save
ERASE

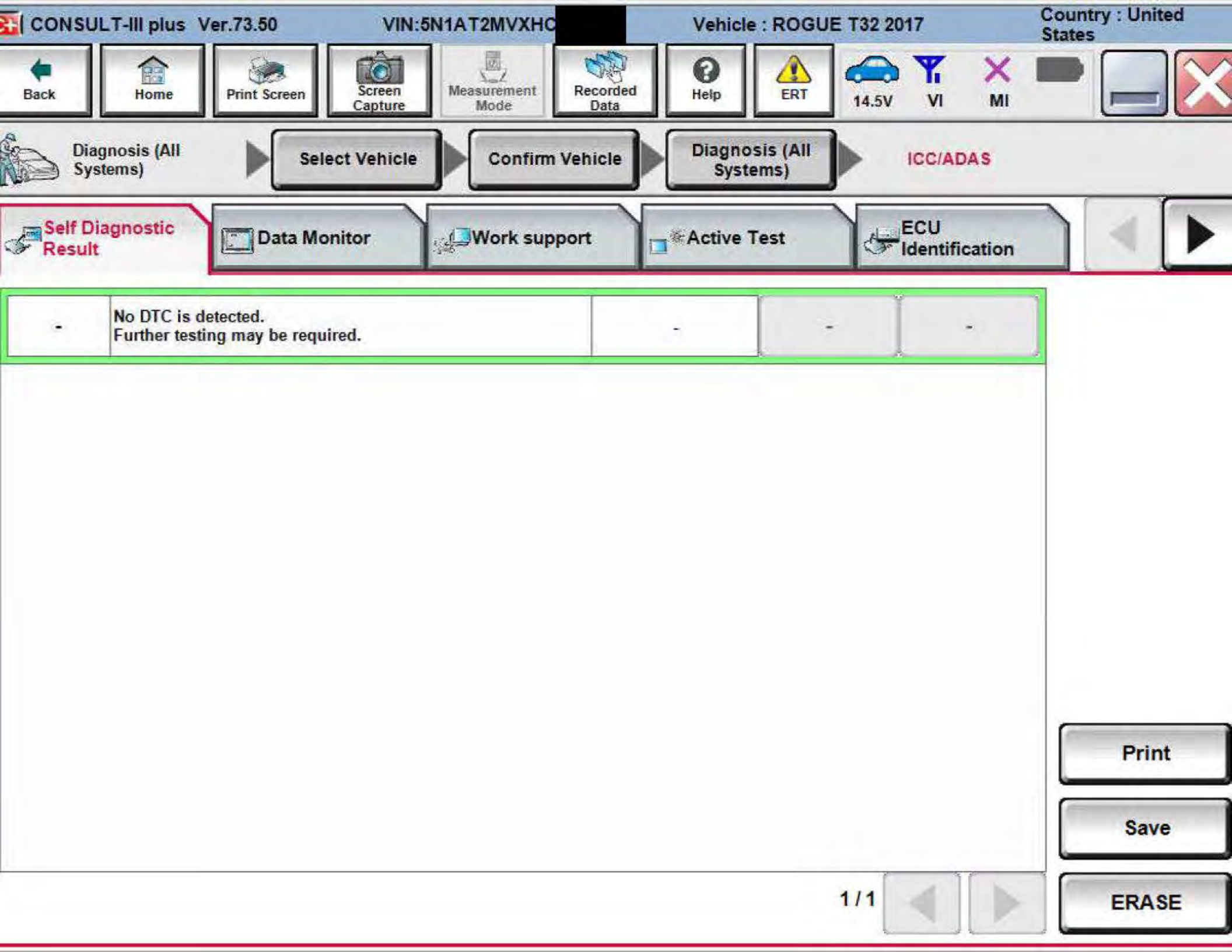

CONSULT-III plus Ver.73.50
VIN:5N1AT2MVXHC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
LANE CAMERA BLOCKED
10
End

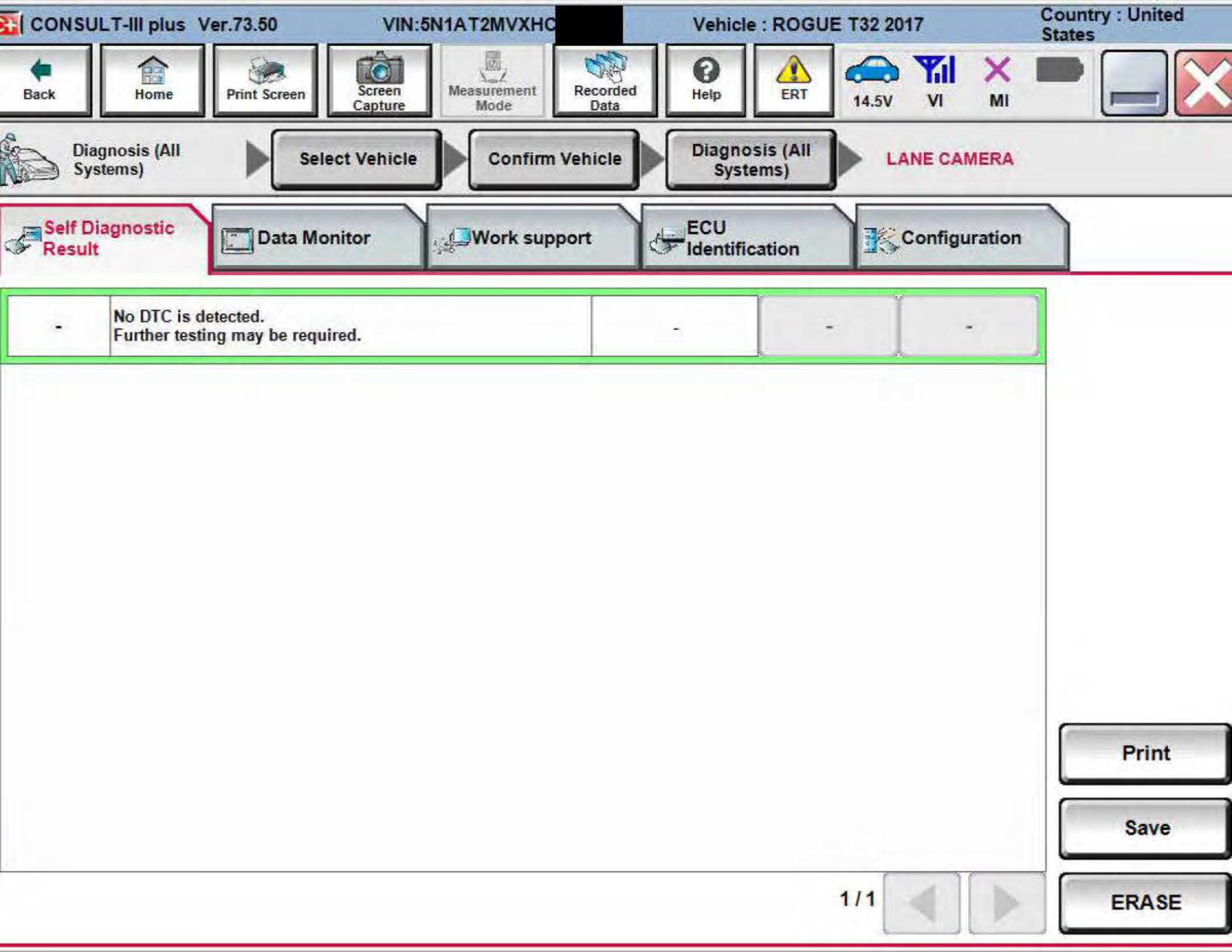

CONSULT-III plus Ver.73.50
VIN:5N1AT2MVXHC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.73.50
VIN:5N1AT2MVXHC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End


CONSULT-III plus Ver.73.50
VIN:5N1AT2MVXHC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
4986
mile
End


CONSULT-III plus Ver.73.50
VIN:5N1AT2MVXHC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.73.50
VIN:5N1AT2MVXHC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
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:5N1AT2MVXHC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LANE CAMERA
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE

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	5N1AT2MV4HC[redacted]
User	Nicholas Flamini
Case Number	[redacted]
EDR Data Imaging Date	03/08/2018
Crash Date	
Filename	5N1AT2MV4HC[redacted] ACM.CDRX
Saved on	Thursday, March 8 2018 at 11:39:28
Imaged with CDR version	Crash Data Retrieval Tool 17.5.1
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.5.1
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

- "Life Time Counter (sec)" indicates the elapsed time, in seconds, from the vehicle's first ignition activation until the start of the first recorded event. The counter is incremented whenever the vehicle's ignition is on. The counter is reset to 0 if the ACU is replaced.

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

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

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

0701_Nissan001_r005

DTCs at Time of Retrieval

None

Hexadecimal Data

DID	Data
2001	00 02 1C 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF CC 0A 00 00 00 00
2002	00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
2003	00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
2004	00 00 00 02 1C 00 00 FF FF CC 0A 00 00 00 00
2006	00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
2019	00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01
201A	7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
201B	7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF

```
201C  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 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 5N1AT2MV4HC[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 Linwood State NJ Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

Who notified NNA of incident? William TROISE - SM Nissan of Atlantic City #5477 CAR # [redacted]

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

II. Vehicle

Model Year 2017 Model Name Rogue SV AWD Mfg. Date 05/17/2017 VIN 5N1AT2MV4HC[redacted]

Mileage 15,540 License # Unknown State NJ Country United States

Special equipment & accessories L92 - Floor Mats. K02 - Sun & Sound Package.

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

Number	Description	Status	Date
PC601	ROGUE ENGINE MOUNT NTB18-002	◉ Open ○ Closed	

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information IIR Probe and Salesforce Case# [redacted] Incident Date 1/26/2018 Time 1:33 pm

Location of Incident (describe fully) Pacific Ave, Atlantic City NJ & Broad St, Woodbury NJ.

Weather Conditions (Rain/Snow/Dry/Etc.) Clear & dry with a light wind.

Vision obstruction (describe) Unknown.

Temperature at time of incident 40F Parking location prior to time of incident Unknown.

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV4HC[redacted]

Overnight temperature prior to incident: 20F
Length of time parked: Unknown

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant):

Copied from IIR probe -
First time claimant was driving and the VEH started braking at 45 MPH. It did make the beeping noise and the brake was grinding. Nothing in front of claimant. Pacific Avenue in Atlantic City.
Also happened on Broad St. in Woodbury NJ Broad St.
Happened when claimant was on a long straight road.
Happens in parking garage at claimant's work in Woodbury NJ when turning the corner . Claimant stated claimant understands it happening in parking garage due to claimant going slow and it being in enclosed space.
2 bad times. 4 times where it wasn't that bad.
Always happens when claimant is in parking garage.
The dragging of the brake.
Claimant stated claimant does not feel safe in the VEH.
Sometimes the light on the dashboard comes on. Picture of braking system shows on dash. Feels like claimant is riding the brakes.

Relation to Roadway (on-road, off-road, left side, right side): on-road & in parking garage structure.
Number of times incident occurred: 6

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

Special Circumstances: None identified by the claimant in the probe.

Actions taken after incident and results of those actions: Unknown.

Vehicle Estimated Speed: 45mph | Source: Claimant - IIR probe | Posted Speed Limit: 25mph

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

Witness Present? ○ YES ◉ NO

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

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

#	Allegation	Allegation made by
1	Unexpected FEB operation	Antoinette DIMEGLIO

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: IIR Probe and Salesforce Case#29632221

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV4HC[redacted]

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



Occupant Name [redacted] DOB Unknown Height Unknown

Address [redacted] Linwood, NJ, [redacted] Weight Unknown

Location Incident Vehicle Seating Position 1 - Driver

Seat Belts Worn Unknown 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 No occupants identified by claimant in the IIR probe.

V. Other Property Damage

☒ No Other Property Damage

Source of information IIR Probe and Salesforce Case#[redacted]

VI. Investigation Results

Date of vehicle inspection 03/08/2018

Location of inspection Nissan of Atlantic City #5477

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

None claimed by claimant & none identified by the dealer.

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

Photos taken by Nicholas Flamini # Photos 94

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 Good overall condition with the exception of a scratch/gouge in the rear bumper cover (pic 35 &36).

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV4HC[redacted]

Engine/ Transmission/ Drivetrain	Operational condition. No DTC's in any drivetrain control unit.
Underbody/ Suspension/ Steering/ Wheels & Tires	No evidence of impact damage or repairs. Good overall condition.
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	Good overall condition.
Seat Belts/ Child Restraints (if applicable)	Operational condition.
Air Bags	Not deployed, no DTCs', Air Bag system passed bulb check.

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

Nissan of Atlantic City #5477 has traded the claimant out of the 2017 Rogue - VIN 5N1AT2MV4HC839734 - into a 2018 Rogue.

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	Unexpected FEB operation	The ICC/ADAS work support item - FEB operation mileage - indicates an FEB activation at 11,349 miles. The All Self Diagnosis Results recorded a C1A16-97 RADAR STAIN in past. There was no physical damage to the front sensor of the Nissan logo mounted in front of it. The harness connector was firmly seated to the sensor body.

Add Row | Remove Row

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

Reporter's Signature *Nicholas Flamini*

Reporter's Name & Region Nicholas Flamini NER

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV4HC[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)	None
Comments	No additional comments or observations.

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?	◉	○	CIII+ diagnostic download attached to IIR

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV4HC[redacted]

	Yes	No	Comments
EDR download included in report?	◉	○	A CDR 'No Event' file is attached to the IIR.

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	N/A
○	○	Physical damage to camera? (ie. cracks)	N/A
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	No additional comments or observations.
○	◉	Physical damage to radar sensor units? (ie. cracks)	No additional comments or observations.
◉	○	Electrical connection to radar module firmly seated?	No additional comments or observations.
○	○	Electrical connection to camera module firmly seated?	N/A
○	○		N/A

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.



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 [19] | Case Categorizations [1] | Open Activities [1] | Activity History [3] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [1] | Case History [24] | 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	DeHenry Kidd [Change]
Home Phone	[redacted]	Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	1/23/2018 10:11 AM
Letter Received Date		Date/Time Closed	
Follow Up Date	3/26/2018	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?	Dealer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	15,537		

Incident Codes - IIR REQUIRED

Incident Date	1/26/2018		
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	5N1AT2MV4H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29417	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	NISSAN OF ATLANTIC CITY	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	FYI

Related Items

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

RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Primary & Secondary Root Cause Code

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

Action Code

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

DTS Request

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV4H[redacted]		
Created By	Morgan Robinson, 1/23/2018 10:11 AM	Root Cause Code	SCIN
Last Modified By	DeHenry Kidd, 3/15/2018 8:52 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: DeHenry Kidd (3/15/2018 8:51 AM)** Arbs reached out to customer to let the customer the inspection has been completed and the report has been received and is currently in review arbs would follow up with the customer once a decision has been made.
Make Public		**Created By: DeHenry Kidd (3/15/2018 8:43 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: Josh Wall (2/21/2018 1:33 PM)** ****** [CASE SUMMARY] ****** Emailed ARBS
Make Public		**Created By: Josh Wall (2/21/2018 1:33 PM)** CRR-JW VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number CRR- JW VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History CRR- JW CHECKED for open recalls/campaigns and found: 0 CRR- JW CHECKED for previous UNRELATED Case(s) and found: 0 CRR- JW CHECKED previous RELATED Case(s) and found: 0 CRR- JW NOTED concern is: unhappy with ARBS decision wants Veh taken and replaced CRR- JW received inbound call from C. C stated C has case # but not with C C states brand new rogue is in the shop still C states problem with breaking system C states been in shop well over lemon law times C states last time in shop mid-January C states DLRSHP would not allow C to drive at this time C is paying 450 dollars a month for Veh in shop C states wants out of the car do not feel safe on the road does not wish to drive Veh in this state C states if they say they fixed it C will not know because it randomly happens it is not consistent C wants to get out of the car and get into something different C states lost equity once bought lost out on these deal car payments are going up C states should not have to pay more money C states wants Nissan to buy out the Veh and place C into another one C also states it would be nice to get some sort of reimbursement for all the car payments C wasted already C states DLRSHP advised C to get Nissan to get C a new Veh Ali was the general manager C states no one sold C a defective Veh on purpose but C had been sold a defective car C states DLRSHP has been really misleading C into calling us C states ali was helpful but trying to make a sale so was very stressfull CRR-JW states ARBS is on the case CRR-JW states inspection date is set at march 8 2018 C states wants this Veh taken off C s hands before March 8 CRR-JW offered to email ARBS stating this C understood CRR- JW asked C if there was anything else CRR- JW could assist with. C declined. C understood. CRR- JW provided C with agent ID[redacted] and case number[redacted] CRR- JW noting C's best contact number is[redacted] Call ended mutually
Make Public		**Created By: DeHenry Kidd (2/19/2018 8:56 AM)** Arbs contacted customer and the dealer SA-Bill to let them know the inspection date is set for 3/8 at 10am EST
Make Public		**Created By: DeHenry Kidd (2/14/2018 10:18 AM)**

Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time

Created By: DeHenry Kidd (2/14/2018 10:10 AM)
Verified Name Address Phone# VIN Mileage Responsible Dealer

Checked for open Recalls/Campaigns: None

Make Public

• C states that C was driving on Pacific Avenue in Atlantic City and Broad St in Woodburyroad/HWY travelling approximately 45 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: None
• 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
• 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
• Was the cruise control in use? No
• 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.

Created By: DeHenry Kidd (2/7/2018 4:01 PM)
Arbs is closing case due to unable to contact customer. UTC Letter has been sent to customer

Make Public

Customer was mailed a letter using standard mail

Closing case

Created By: DeHenry Kidd (2/5/2018 9:02 AM)

Make Public

[redacted]

Arbs-DK called customer at 902am no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] call ended.

Created By: DeHenry Kidd (2/1/2018 9:45 AM)

Make Public

[redacted]

Arbs-DK called customer at 945am no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] call ended.

Created By: Samantha Dixon (1/31/2018 2:48 PM)
Make Public
IIR rejected- This is not an IIR. The only FEB causes that are being accepted with no accidents are vehicles abruptly stopping. According to the probe doesnt appear that veh is abruptly stopping, just the brakes feel like they are dragging.

Created By: Morgan Robinson (1/31/2018 2:37 PM)
Make Public
RCAS-MR email TL-GD regarding case

Created By: Samantha Dixon (1/26/2018 2:44 PM)
Make Public
DLRSHP requested case be open due to techline case #[redacted]

Created By: Morgan Robinson (1/26/2018 1:05 PM)
Make Public
RCAS-MR notes C is going on vacation on 01/28/18 and will not return until 02/09/18

RCAS-MR notes C requested somoene Contact C and leave a VMX

Created By: Morgan Robinson (1/26/2018 1:04 PM)
RCAS-MR placed outbound call to C @[redacted]
RCAS-MR advised C the call will be recorded for quality and training purposes.
RCAS-MR VERIFIED C's name, home, email address &, phone#.
RCAS-MR CHECKED for open recalls/campaigns and found:
Previous UNRELATED Case(s):
Found: Previous RELATED Case(s):[redacted]

RCAS-MR advised C that RCAS was C's POC.
RCAS-MR provided contact information
RCAS-MR verified C's concerns

RCAS-MR advised C that RCAS is aware of C's concerns with braking
RCAS-MR asked if C had a few moments to discuss concern further]

C agreed

RCAS-MR asked IIR questions

RCAS-MR advised C that someone will contact C in next 3 business days

C stated C is going on Vacation starting 01/28/18 and will not return until 02/09/18
C stated C is going on a cruise and phone will be on airplane mode
C stated C would prefer someone call C and leave a message just so C knows that someone attempted to contact C

Make Private

RCAS-MR understood

C stated C is going to need the VEH back or another loaner
C stated C needs something comparable
C stated C dropped the VEH off on Monday
C stated C was told C is not drive the VEH
C stated C is not supposed to take the VEH
C stated C is now in a Rogue
C stated it is old

RCAS-MR understood

C stated C was cautious when buying the VEH because C likes to brake herself
C stated C will never buy another VEH with this system

RCAS-MR understood
RCAS-MR advised C that someone will be in contact with C

C understood
C thanked RCAS

Call ended mutually

Call ended mutually

Created By: Morgan Robinson (1/26/2018 12:57 PM)

Make Public — RCAS-MR reviewed case with TL-GD
TL-GD advised RCAS to complete IRR

Make Private — **Created By: Morgan Robinson (1/25/2018 9:00 AM) | Last Modified By: Morgan Robinson (1/26/2018 12:45 PM)**
RCAS-MR placed outbound call to C @[redacted]
RCAS-MR left VMX with name, case #, RCAS direct line, and follow-up for 01/26/18

Make Private — **Created By: Morgan Robinson (1/25/2018 8:56 AM) | Last Modified By: Morgan Robinson (1/25/2018 8:58 AM)**
RCAS-MR notes C's complaint is while driving VEH does brake in its own and light comes on in dash. Show star looks like a foot on brake

Created By: Morgan Robinson (1/23/2018 10:13 AM) | Last Modified By: Morgan Robinson (1/25/2018 8:58 AM)
RCAS-MR received email from SM-Bill Troise

Make Private — SM-BT stated the VEH is at the DLRSHP
SM-BT stated techline advised the DLRSHP to contact NNA CA and open a case
SM-BT stated techline stated the concern is under engineering review

Case Categorizations

New Case Categorization | Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code
	CC[redacted]	NISSAN PRODUCT INQUIRIES	ROGUE	GENERAL INQUIRY	QF

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	DTS Follow Up[redacted]: NISSAN OF ATLANTIC CITY	Not Started	2/16/2018				DeHenry Kidd	2/14/2018 10:15 AM	ARBS-DK

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] NISSAN OF ATLANTIC CITY			2/16/2018	Nicholas Flamini		Complete	2/15/2018 6:12 AM
Edit | Del	IIR		[redacted]	2/1/2018	DeHenry Kidd		Complete	1/31/2018 4:32 PM
Edit | Del	Follow Up Action Required- IIR Rejected			1/26/2018	DeHenry Kidd		Complete	1/31/2018 2:50 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	Morgan Robinson, 1/26/2018 12:59 PM	1/26/2018			5N1AT2MV4HC[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	3/8/2018 8:00 AM	[redacted]	[redacted]	Completed

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	768KB	2/7/2018 4:02 PM	DeHenry Kidd

Case History

Case History Help

Date	User	Action
3/15/2018 8:52 AM	DeHenry Kidd	Changed **Follow Up Date** from 3/15/2018 to **3/26/2018**.
2/19/2018 8:56 AM	DeHenry Kidd	Changed **Follow Up Date** from 2/19/2018 to **3/15/2018**.
2/16/2018 8:07 AM	DeHenry Kidd	Changed **Follow Up Date** from 2/16/2018 to **2/19/2018**.
2/14/2018 10:47 AM	DeHenry Kidd	Changed **Follow Up Date** from 2/7/2018 to **2/16/2018**.
2/14/2018 10:09 AM	DeHenry Kidd	Changed **Reopen Date** to **2/14/2018 10:09 AM**.
		Changed **Status** from Closed to **Open**.
2/7/2018 4:05 PM	DeHenry Kidd	Changed **Status** from Open to **Closed**.
		Closed.
2/5/2018 9:06 AM	DeHenry Kidd	Changed **Follow Up Date** from 2/5/2018 to **2/7/2018**.
2/1/2018 9:50 AM	DeHenry Kidd	Changed **Follow Up Date** from 2/1/2018 to **2/5/2018**.
1/31/2018 4:34 PM	DeHenry Kidd	Changed **Follow Up Date** from 2/2/2018 to **2/1/2018**.
1/31/2018 2:49 PM	Samantha Dixon	Changed **Case Owner** from Morgan Robinson to **DeHenry Kidd**.
1/31/2018 2:48 PM	Samantha Dixon	Changed **Description**.
1/31/2018 10:04 AM	Morgan Robinson	Changed **Follow Up Date** from 1/31/2018 to **2/2/2018**.
1/26/2018 2:44 PM	Samantha Dixon	Changed **Description**.
1/26/2018 1:05 PM	Morgan Robinson	Changed **Follow Up Date** from 1/26/2018 to **1/31/2018**.
1/25/2018 9:00 AM	Morgan Robinson	Changed **Follow Up Date** from 1/25/2018 to **1/26/2018**.

1/23/2018 10:12 AM	Morgan Robinson	Changed **Case Servicing Dealer** to **NISSAN OF ATLANTIC CITY**.
1/23/2018 10:11 AM	Morgan Robinson	Changed **Follow Up Date** from 1/24/2018 to **1/25/2018**.
1/23/2018 10:11 AM	Morgan Robinson	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 1/25/2018 to **1/24/2018**.
		Changed **VIN** to **5N1AT2MV4HC**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV4HC**[redacted].
		Created.

Emails Send an Email Emails Help

No Emails Available

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

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11:27 AM
37°F
Blind Spot
Warning
40
20
P
225
ECO
15540 miles


5N1AT2MV4HC


MFD BY NISSAN MOTOR CO., LTD.
DATE: 05/17
GVWR: 2122 KG
4679 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.
5N1AT2MV4HC
MPV
MODEL: TDBNLQWT32EUA-B--A
COLOR: G41 TRIM: G ZS30A


10:15 AM
37°F
RPMx1000
MPH
P
228
15540miles


RPM×1000
ABS
BRAKE
MPH


RPM x1000
ABS
BRAKE
MPH


10:16 AM
37°F
P
228
15540 miles
ECO
MPH
220 km/h
0
1/2
1




NISSAN








ROGUE
SV AWD


SV AWD


EXIT



































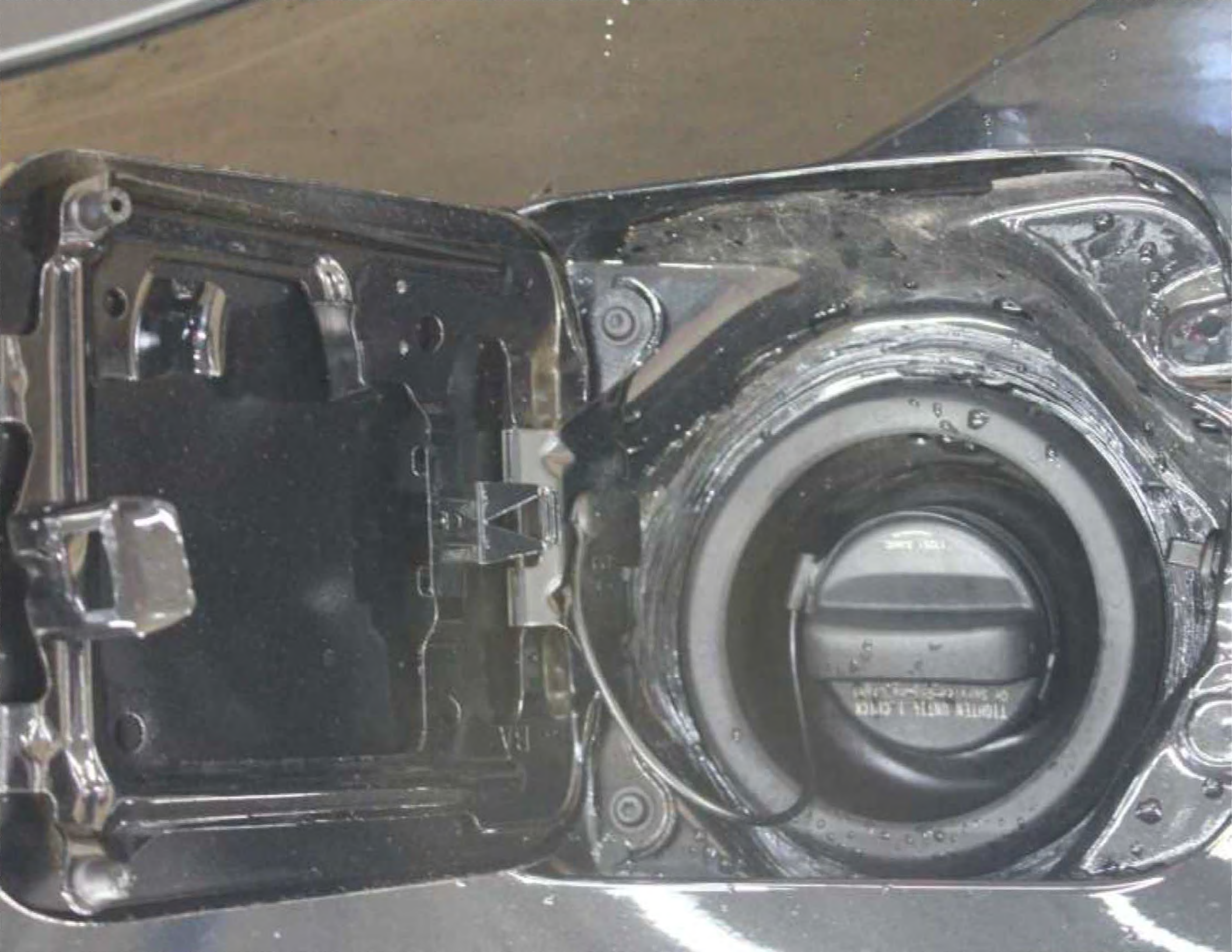



ROTARY LIFT




SV AWD


SV AWD




TIGHTEN UNTIL 1 CLICK
Or Service Engine Light







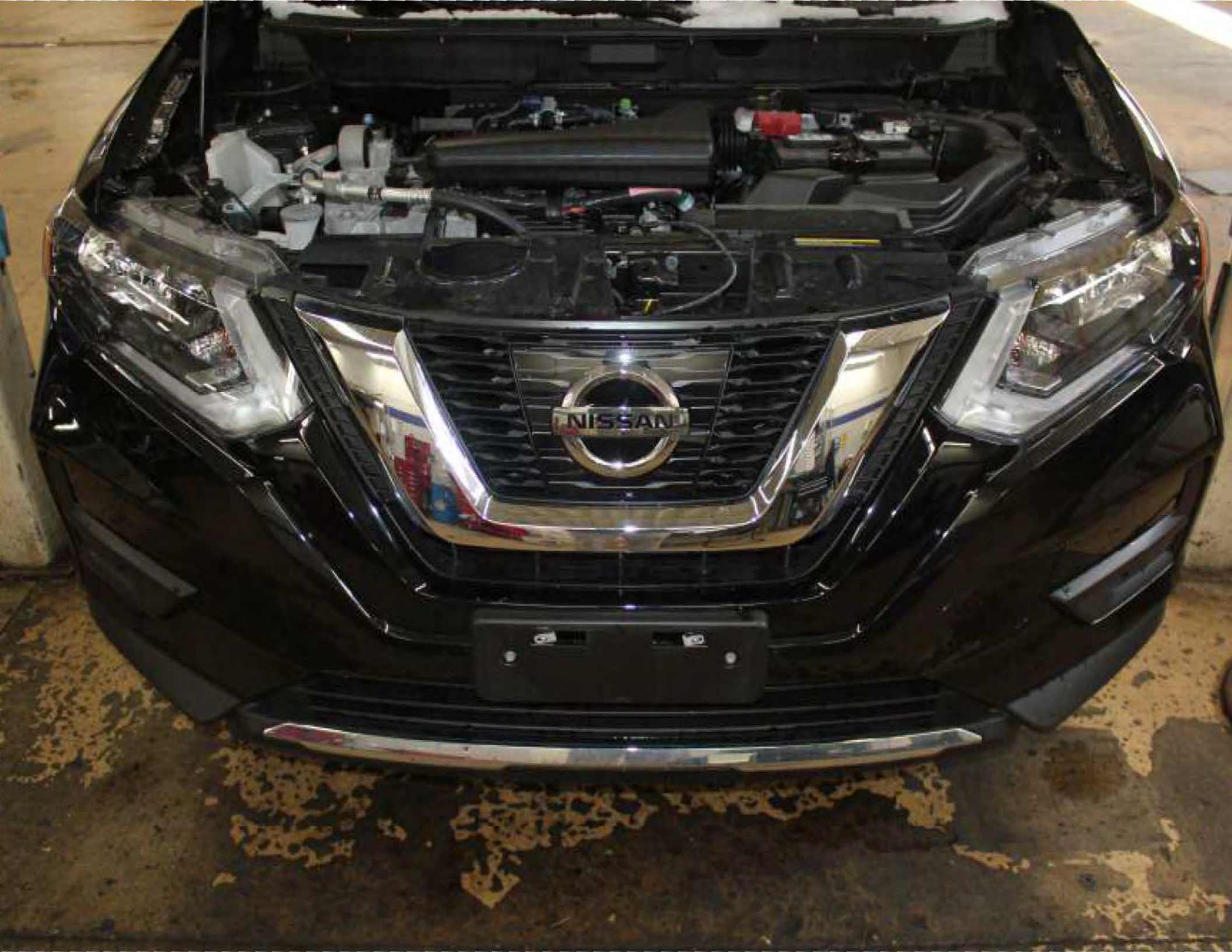










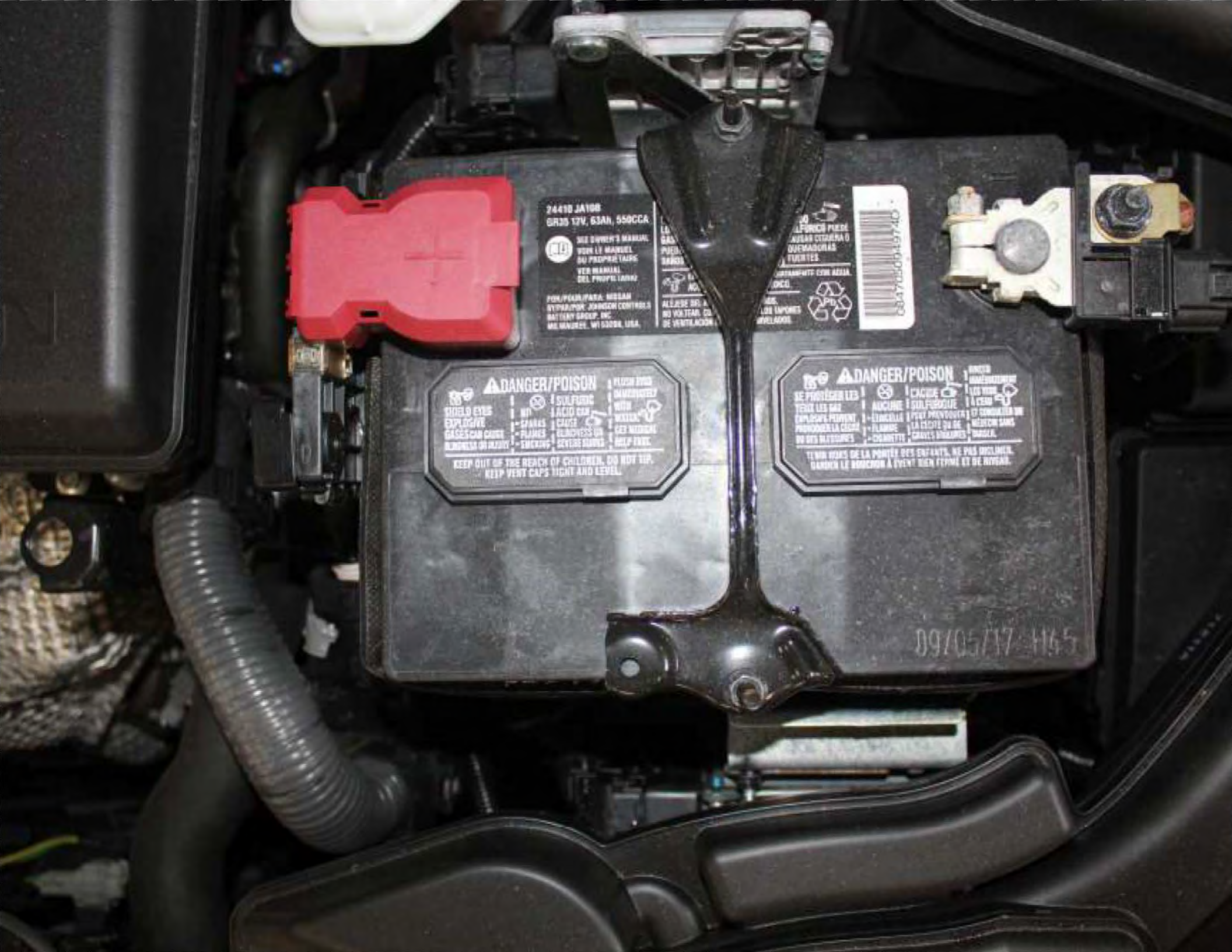

NISSAN










24410 JA10B
GR35 12V, 63Ah, 550CCA
DANGER/POISON
DANGER/POISON
KEEP OUT OF THE REACH OF CHILDREN. DO NOT TIP.
KEEP VENT CAPS TIGHT AND LEVEL.
09/05/17


24410 JA10B
GR35 12V, 63Ah, 550CCA
SEE OWNER'S MANUAL
VOIR LE MANUEL DU PROPRIÉTAIRE
VER MANUAL DEL PROPIETARIO
FOR/POUR/PARA: NISSAN
BY/PAR/POR: JOHNSON CONTROLS BATTERY GROUP, INC.
MILWAUKEE, WI 53209, USA
DANGER/POISON
SULFURIC ACID CAUSE BLINDNESS OR SEVERE BURNS
KEEP OUT OF THE REACH OF CHILDREN. DO NOT TIP. KEEP VENT CAPS TIGHT AND LEVEL.
DANGER/POISON
ACIDE SULFURIQUE PEUT PROVOQUER LA CÉCITÉ OU DE GRAVES BRÛLURES
TENIR HORS DE LA PORTÉE DES ENFANTS. NE PAS INCLINER. GARDER LE BOUCHON À EVENT BIEN FERMÉ ET DE NIVEAU.
09/05/17 H65


NISSAN


NISSAN

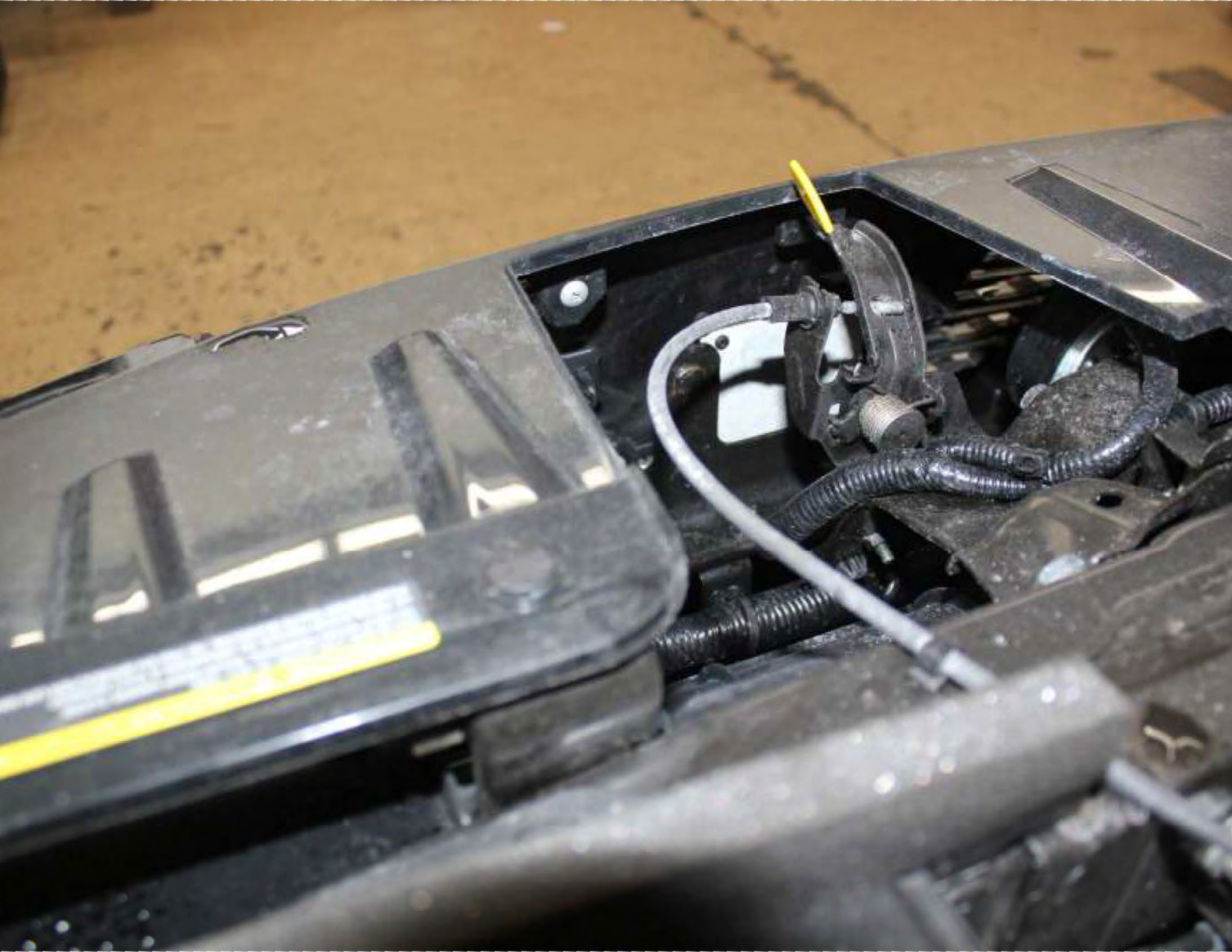

NISSAN


NISSAN


NISSAN


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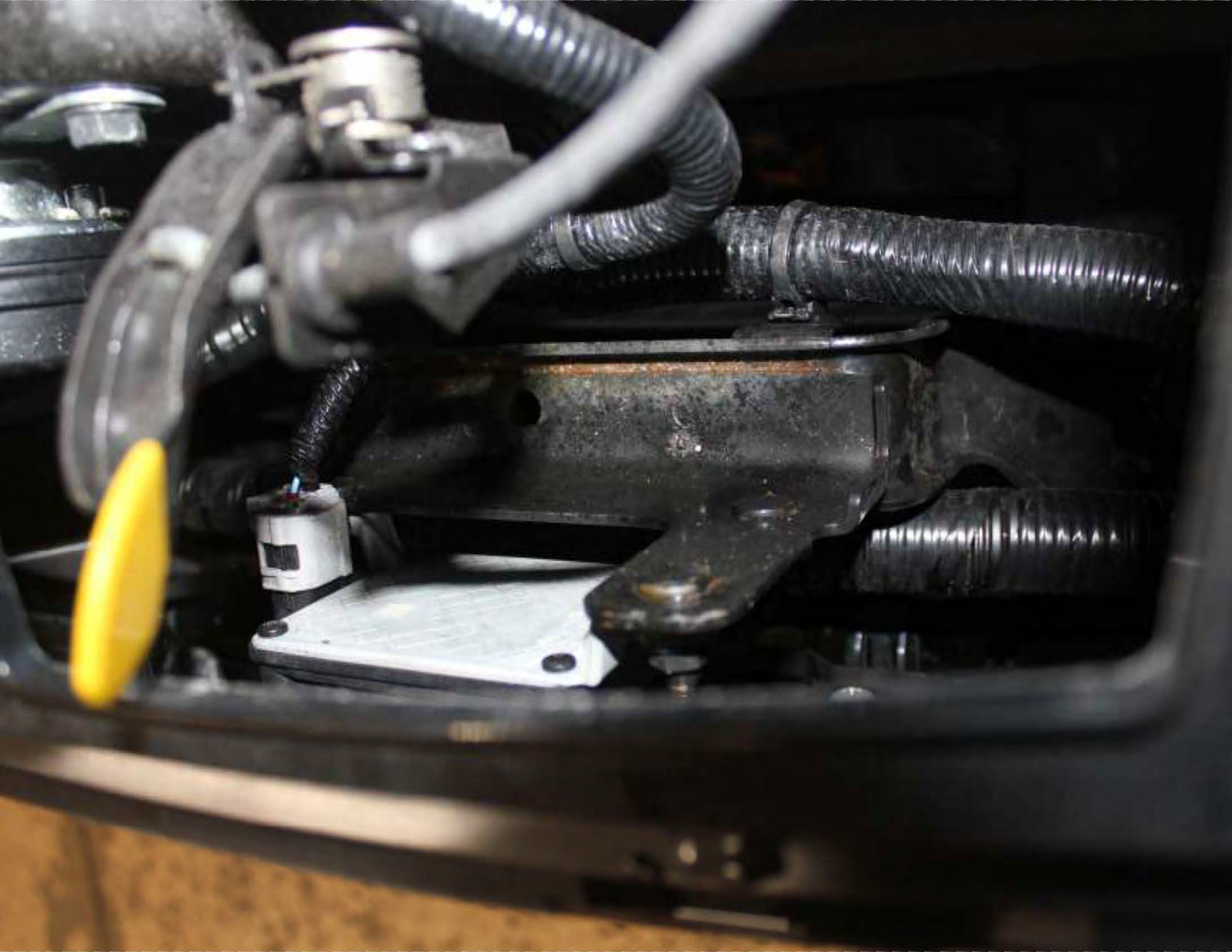








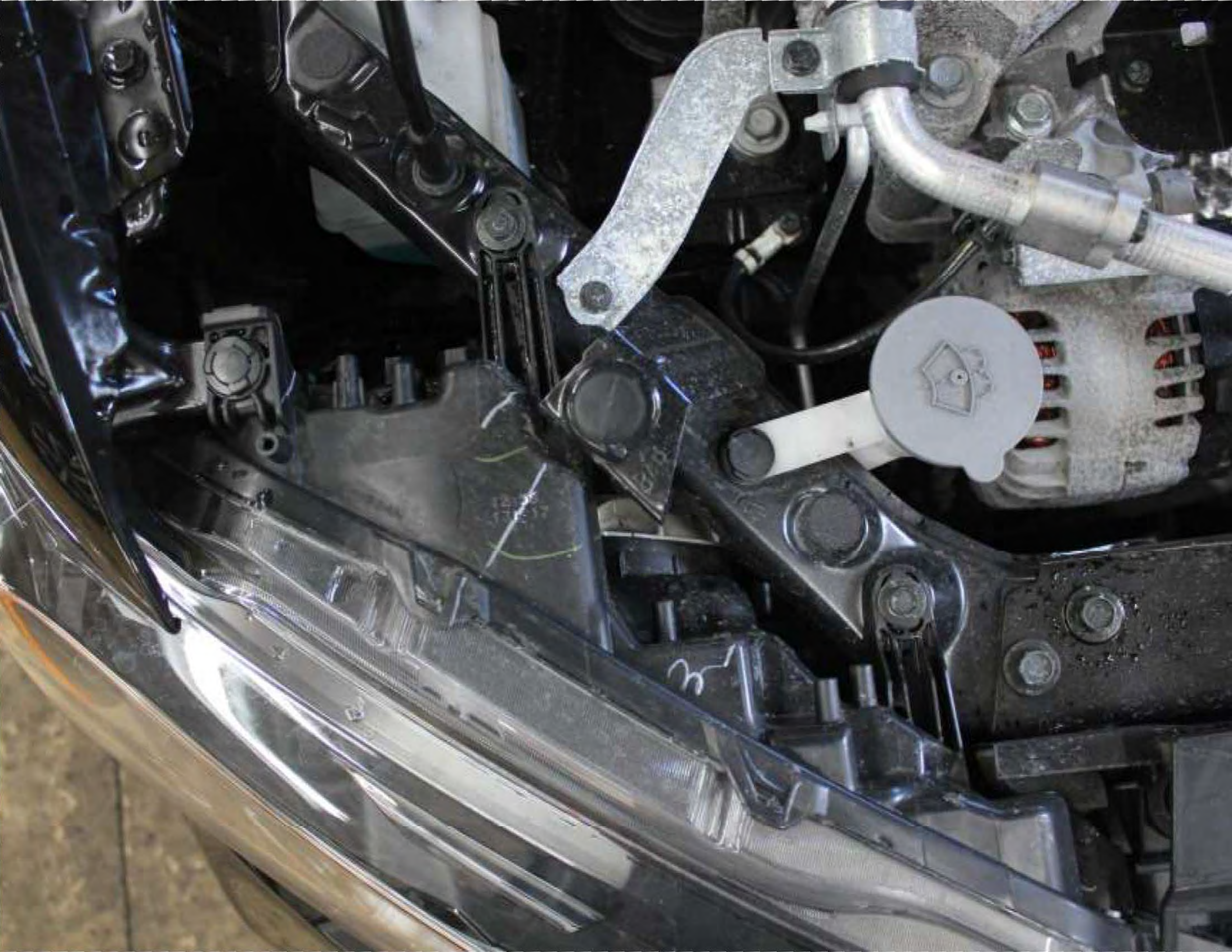













WARNING
AVERTISSEMENT






























NISSAN




CHECK YOUR OIL FREQUENTLY
THANK YOU FOR YOUR BUSINESS
NEXT SERVICE DUE:
DATE:5/18
MILES:18399
VOLVO & INFINITI OF ATLANTIC CITY
609-646-1104

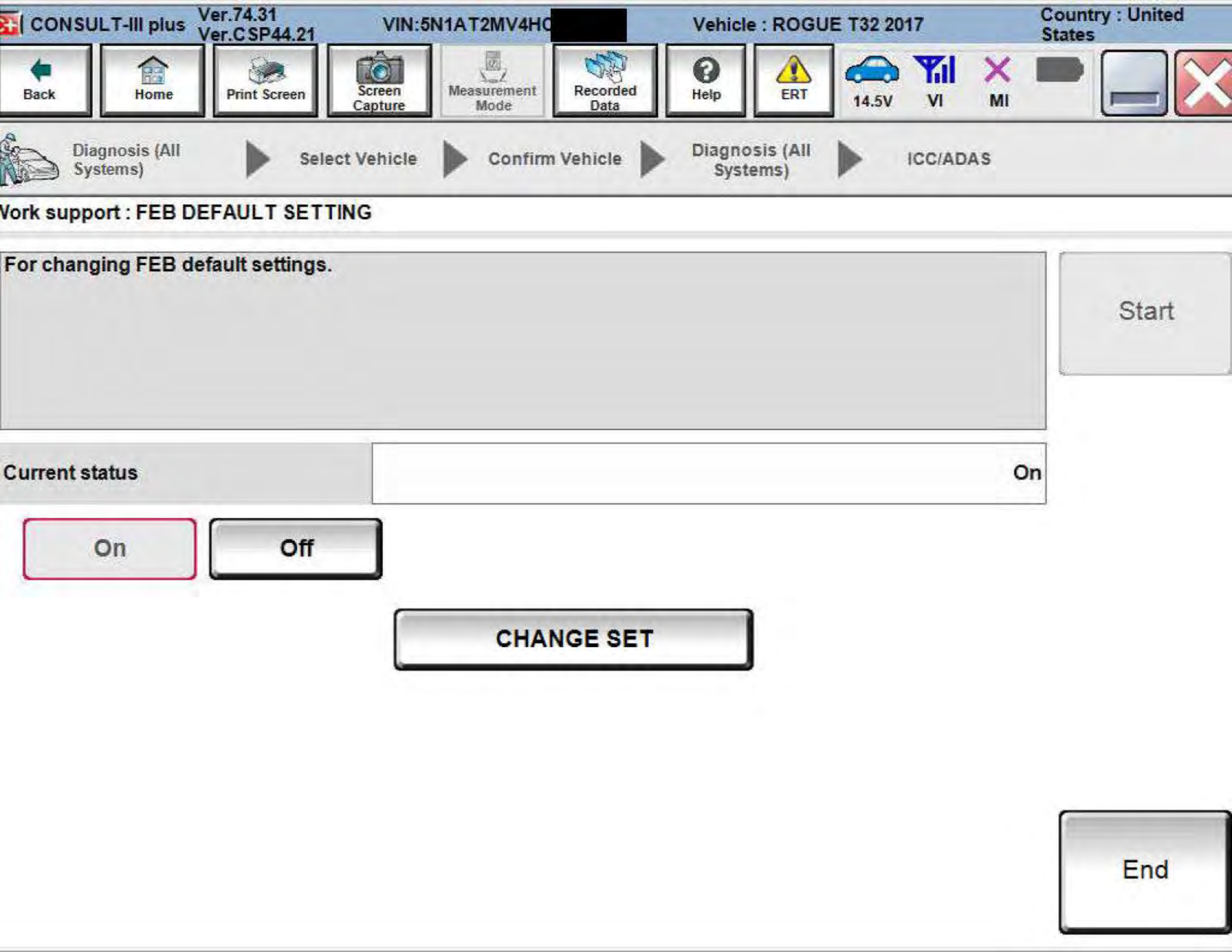

11:25 AM
37 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
ECO
225
15540 miles

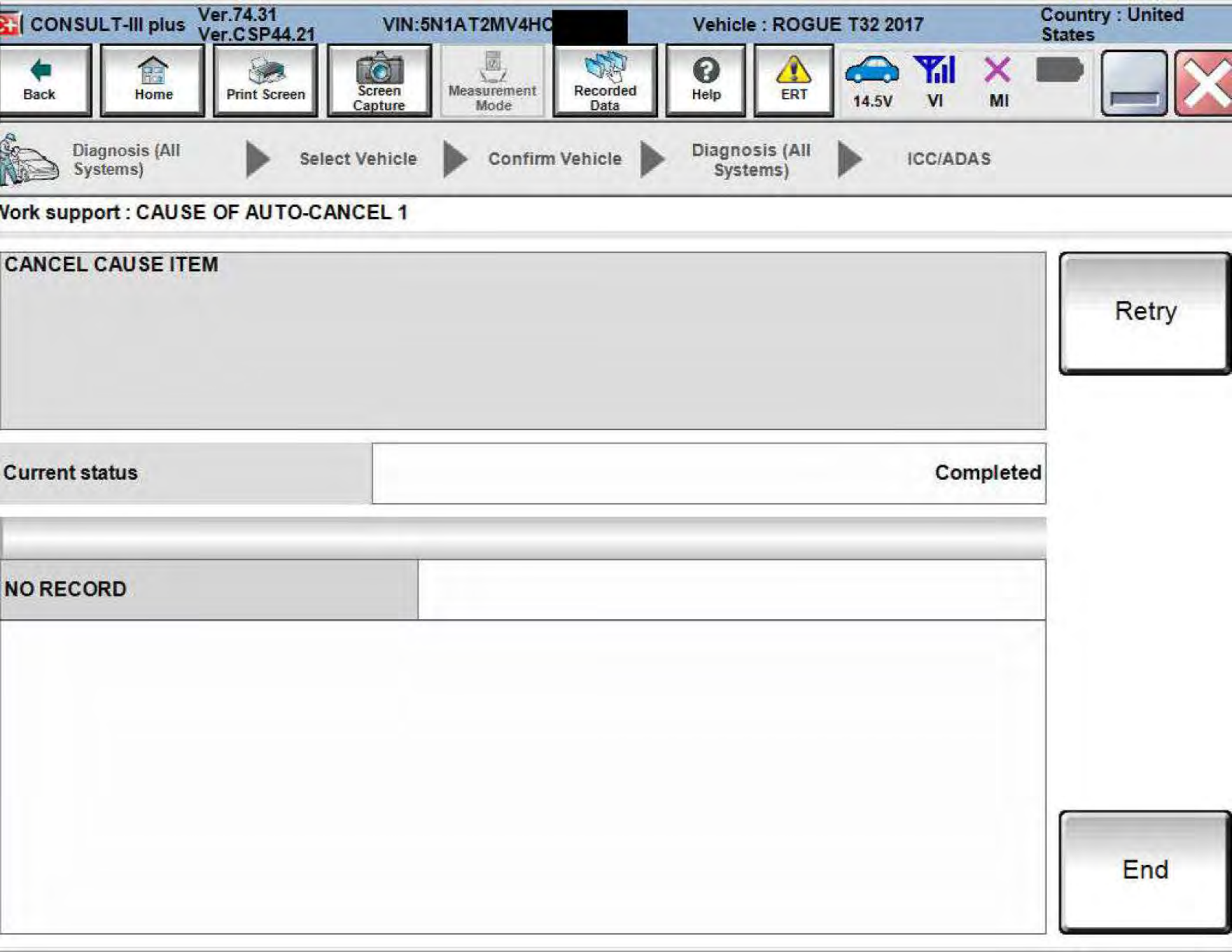

11:25 AM
37 °F
Driving Aids
Emergency Brake
Blind Spot
P
ECO
225
15540 miles


11:25 AM
37°F
Parking Aids
Cross Traffic
P
ECO
225
15540 miles


11:25 AM
37°F
Chassis Control
Trace Control
Engine Brake
P
ECO
225
15540 miles


OFF
AWD
LOCK
SPORT
ECO


CONSULT-III plus
Ver.74.31
Ver.CSP44.21
VIN:5N1AT2MV4HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End


CONSULT-III plus
Ver.74.31
Ver.CSP44.21
VIN:5N1AT2MV4HC
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End

Work support : FEB OPERATION MILEAGE

Current status	Completed

MONITOR

MILEAGE	11349	mile

End



Search

Samaritan Potter Help & Training

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

Vehicle
5N1AT2MV4HC[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [1] | Warranty Cases [0] | Cases [2] | Service History [16] | Vehicle Service Contracts [0] | Vehicle History [2] | DTS Field Inspections [1]

Vehicle Detail

There is an open vehicle campaign for this vehicle.

VIN	5N1AT2MV4HC[redacted]		
Last Modified By	DeHenry Kidd, 3/15/2018 8:52 AM	Branded Title	
Created By	NNAETL, 5/18/2017 11:08 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	15,537	MSRP	$29,895
Latest Recorded Mileage Units	M		
In Service Date	6/12/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	5/17/2017
Model Year	2017	Plant Name	Smyrna (NMM)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	29417	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	MAGNETIC BLACK	Emissions Certification	
Cylinders		Open Recall	✓
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	C03K02L92Z66		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), K02 (SUN & SOUND PACKAGE), L92 (FLOOR MATS (2-PIECE FRONT AND), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) ANTOINETT DIMEGLIO

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brande
1	BASIC COVERAGE	6/12/2020	36,000				
2	POWERTRAIN COVERAGE	6/12/2022	60,000				
3	SEAT BELT	6/12/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	6/12/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	6/12/2025	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 OF ATLANTIC CITY	Retail Sale	ROGUE	6/12/2017	

Vehicle Ownership

Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns Help

Action	Vehicle Campaign Number	Master Vehicle Campaign	Campaign Type	Campaign Status	Campaign Primary Description	Campaign Secondary Description	Effective Date	TSB Number	GL Code
	RC[redacted]	PC601	Service	Open	2016-17 - Rogue; Left Hand Engine Mounting Insulator	ENGINE MOUNT ROGUE (T32)	1/18/2018	NTB18002	PC603

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]	1/23/2018 10:11 AM		15,537	Open	0	DeHenry Kidd
| Edit | Cls	[redacted]	TECH LINE		1/22/2018 1:11 PM	1/22/2018 1:17 PM	15,537	Pending Dealer Reply	0	Steve Berger

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 #
	SRH-[redacted]	*INSTRUMENT LOWER COVER	FW	9/4/2017	5,687	[redacted]	5477	[redacted]	3
	SRH-[redacted]		PD	6/14/2017	1	NP NISSAN OF ATLANTIC CITY	5477	[redacted]	1
	SRH-[redacted]		C	12/20/2017	13,400	[redacted]	5477	[redacted]	
	SRH-[redacted]		C	12/20/2017	13,400	[redacted]	5477	[redacted]	
	SRH-[redacted]		C	12/20/2017	13,400	[redacted]	5477	[redacted]	
	SRH-[redacted]		I	9/4/2017	5,688	[redacted]	5477	[redacted]	
	SRH-[redacted]		I	9/4/2017	5,688	[redacted]	5477	[redacted]	
	SRH-[redacted]		I	9/4/2017	5,688	[redacted]	5477	[redacted]	
	SRH-[redacted]		W	9/4/2017	5,688	[redacted]	5477	[redacted]	
	SRH-[redacted]		I	9/4/2017	5,688	[redacted]	5477	[redacted]	
	SRH-[redacted]		I	9/4/2017	5,688	[redacted]	5477	[redacted]	
	SRH-[redacted]		I	7/31/2017	3,408	[redacted]	5477	[redacted]	
	SRH-[redacted]		I	7/31/2017	3,408	[redacted]	5477	[redacted]	
	SRH-[redacted]		I	7/31/2017	3,408	[redacted]	5477	[redacted]	
	SRH-[redacted]		I	7/31/2017	3,408	[redacted]	5477	[redacted]	
	SRH-[redacted]		W	6/14/2017	6		5477	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
3/2/2018 6:31 AM	NNAETL	Changed **Open Recall** from false to **true**.
5/18/2017 11:08 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	2/19/2018	[redacted]	Nicholas	Flamini	NER	3/8/2018 8:00 AM	3/15/2018 6:30 AM

Back To Top

Always show me fewer / more records per related list

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All Self Diagnosis Results | ROGUE | T32 | 5N1AT2MV4HC[redacted] | 3/8/2018 11:00:17 AM

SYSTEM	PART NUMBER	DTC	Detailed Information	TIME
LASER/RADAR	284385FA1A	C1A16-97	RADAR STAIN [CMP/SYS OPR OBST OR BLKD]	PAST
ENGINE	23710-7FF7A	No DTC		
ABS	47660-9FL6A	No DTC		
METER/M&A	24810-6FL0A	No DTC		
BCM	284B24BA6A	No DTC		
AIR BAG	98820-4BS0A	No DTC		
TRANSMISSION	31036-6FL1B	No DTC		
EPS/DAST 3	28500-6FL1A	No DTC		
IPDM E/R	284B7-5NA0B	No DTC		
AIR PRESSURE MONITOR	284B24BAA0	No DTC		
ALL MODE AWD/4WD	41650-4BA3A	No DTC		
CAN GATEWAY	284D24BA0A	No DTC		
CHASSIS CONTROL	476A09FL0A	No DTC		
ICC/ADAS 2	284P17FF4C	No DTC		
3ch CAN GATEWAY	284T26FL0B	No DTC		

LASER/RADAR

Detected DTC	C1A16-97	RADAR STAIN [CMP/SYS OPR OBST OR BLKD]

FFD(Freeze Frame Data)

MONITOR ITEM	VALUE	UNIT
ODO/TRIP METER	14029	mile

[redacted]

NISSAN OF ATLANTIC CITY

6021 BLACK HORSE PIKE
EGG HARBOR TOWNSHIP, NEW JERSEY 08234
website: www.nissanofatlanticcity.com
(609) 646-1104

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JEFFREY SCIORE 749159	TAG NO. [redacted]	INVOICE DATE 08/01/17	INVOICE NO. [redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 3,408	COLOR MAGNETIC BL	STOCK NO. [redacted]
LINWOOD, NJ [redacted]	YEAR / MAKE / MODEL 17/NISSAN/ROGUE/AWD SV		DELIVERY DATE 06/12/17	DELIVERY MILES 15,540
[redacted]	VEHICLE I.D. NO. 5 N 1 A T 2 M V 4 H C [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/31/17	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: [redacted]

LABOR & PARTS----------

J# 1 10NIZ DRIVEABILITY TECH(S):965558 INTERNAL

CUSTOMER STATES" WHEN DRIVING TWO TIMES VEHICLE BRAKES
APPLIED ON THERE OWN WITHOUT TOUCHING BRAKES, ALSO MAKE
COUPLE BEEP SOUNDS" CHECK AND ADVISE
NISSAN IS INVOLVED, RAY, 609-619-9727
TECH SCANNED VEHICLE, NO CODES STORED, TEST DROVE VEHICLE,
TECH COULD NOT DUPLICATE CUSTOMERS CONCERN.

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 60NIZ04 DOOR HANDLE TECH(S):965558 INTERNAL

CUSTOMER STATES" COUPLE TIMES COULD NOT GET OUT OF CAR DUE
TO DRIVERS HANDLE NOT OPENING FROM INSIDE " CHECK AND ADVISE
TECH TESTED AND COULD NOT DUPLICATE CUSTOMERS CONCERN.

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 60NIZZ1 INT TRIM CONCERN TECH(S):965558 INTERNAL

CUSTOMER STATES" PANEL UNDER STEERING WHEEL KEEPS FALLING
DOWN" CHECK AND ADVISE
ORDERED PANEL

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 3 0 68106-4BA1A PANEL-INSTRUMENT INTERNAL

PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 00NIZ02 MULTI-POINT INSP. TECH(S):965558 INTERNAL

Express Multi Point inspection.
Completed visual multi-point inspection, including battery
lighting, fluids, brakes, and tires. See sheet attached.

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

COMMENTS----------

SHE WANTS A LONER . ### Created By: adellinger@nissanofatlanticcity
.com, Created On: 07-26-2017, Transport Type: DROP OFF

HOURS OF OPERATION:
MONDAY - FRIDAY
7:30 A.M. to 6:00 P.M.

WE OFFER:

- Low Cost Rentals
- We Gladly Accept:

☐ Mastercard
☐ Visa
☐ American Express
☐ Checks
☐ Cash

EARLY BIRD NITE OWL

DROP OFF SERVICE AVAILABLE

OUR MANAGEMENT TEAM WOULD BE HAPPY TO ASSIST YOU WITH ANY SALES, SERVICE OR PARTS CONCERNS. PLEASE CALL:
(732) 462-5300

The Reynolds and Reynolds Company ERAINTINVE
SF878970 Q (10/14)

[redacted]

NISSAN OF ATLANTIC CITY

6021 BLACK HORSE PIKE
EGG HARBOR TOWNSHIP, NEW JERSEY 08234
website: www.nissanofatlanticcity.com
(609) 646-1104

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: JEFFREY SCIORE 749159	TAG NO. [redacted]	INVOICE DATE: 08/01/17	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE: 3,408	COLOR: MAGNETIC BL / STOCK NO. [redacted]
LINWOOD, NJ [redacted]	YEAR / MAKE / MODEL: 17/NISSAN/ROGUE/AWD SV		DELIVERY DATE: 06/12/17	DELIVERY MILES: 15,540
[redacted]	VEHICLE I.D. NO.: 5 N 1 A T 2 M V 4 H C [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T. E. NO.	P.O. NO.	R.O. DATE: 07/31/17	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: [redacted]

TOTALS----------

Thank you for choosing Nissan of Atlantic City, we hope we have exceeded your service expectations by:
***SPEAKING WITH AN ADVISOR WITHIN TWO MINUTES
***KEEPING YOU INFORMED OF YOUR VEHICLE STATUS
***REVIEWED RESULTS OF TECH INSPECTIONS
***THAT YOUR VEHILCE WAS READY WHEN PROMISED
***RETURNING YOUR VEHICLE IN CLEANER CONDITION
Lastly, that we contacted you regarding your satisfaction. If not please call me personally at (609) 383-6100 x126 ask for Nicole, or email nromanovich@nissaninfinitivolvoatac.com

Thank you again.

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

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

HOURS OF OPERATION:
MONDAY - FRIDAY
7:30 A.M. to 6:00 P.M.

WE OFFER:

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☐ Mastercard
☐ Visa
☐ American Express
☐ Checks
☐ Cash

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The Reynolds and Reynolds Company ERAINTNVE
SF678970 Q (10/14)

[redacted]

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6021 BLACK HORSE PIKE
EGG HARBOR TOWNSHIP, NEW JERSEY 08234
website: www.nissanofatlanticcity.com
(609) 646-1104

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JEFFREY SCIORE 749159	TAG NO. [redacted]	INVOICE DATE 09/05/17	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 5,687	COLOR MAGNETIC BL
LINWOOD, NJ [redacted]	YEAR / MAKE / MODEL 17/NISSAN/ROGUE/AWD SV		DELIVERY DATE 06/12/17	DELIVERY MILES 15,540
[redacted]	VEHICLE I.D. NO. 5 N 1 A T 2 M V 4 H C [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/05/17	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: [redacted]

LABOR & PARTS----------

J# 1 00NIZ01 *EXPRESS OIL CHANGE TECH(S):48568 INTERNAL

Express oil and filter change./ FIRST OIL CHANGE
Client request.
Hoist vehicle change oil filter, drain and refill oil.
Complete multi-point inspection, top off fluid levels.
Adjust tire pressure, Quick check alignment. Visual
inspection of brakes without pulling wheels.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PKL0F5	OIL CHANGE		INTERNAL
JOB # 1	1	11026-JA00A	WASHER DRAIN		INTERNAL
JOB # 1	1	15208-65F0E	OIL FILTER		INTERNAL
JOB # 1	6	OIL	LUBE		INTERNAL

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 10NIZZ1 DRIVEABILITY CONCERN TECH(S):48568 INTERNAL

CUSTOMER STATES" WHEN DRIVING THE VEHICLE BEEPS THREE TIMES
THEN AUTOMATIC BRAKES APPLY" TURN FEATURE BACK ON
TECH CHECKED AND FOUND FEATURE IN ON POSITION. NO PROBLEM
FOUND

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 60NIZ15 INTERIOR TRIM PANELS TECH(S):48568 WARRANTY

CUSTOMER STATES" PANEL UNDER STEERING WHEEL IS NOT STAYING
ATTACHED PROPERLY" INSTALL SPECIAL ORDERED PART
TRIM PANEL INTERNAL FAILURE
INSTALLED NEW TRIM PANEL, PFP- 68106-4BA1A

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	68106-4BA1A	PANEL-INSTRUMENT		WARRANTY

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 00NIZ02 MULTI-POINT INSP. TECH(S):48568 INTERNAL

Express Multi-Point inspection.
Completed visual multi-point inspection, including battery
lighting, fluids, brakes, and tires. See sheet attached.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5+5SNIZTIRECHECK TIRE DEPTH CHECK TECH(S):48568 INTERNAL

CUSTOMER STATES TIRE DEPTH CHECK
CHECK TIRE DEPTH

HOURS OF OPERATION:
MONDAY - FRIDAY
7:30 A.M. to 6:00 P.M.

WE OFFER:

- Low Cost Rentals
- We Gladly Accept:

☐ Mastercard
☐ Visa
☐ American Express
☐ Checks
☐ Cash

EARLY BIRD NITE OWL

DROP OFF SERVICE AVAILABLE

OUR MANAGEMENT TEAM WOULD BE HAPPY TO ASSIST YOU WITH ANY SALES, SERVICE OR PARTS CONCERNS. PLEASE CALL:
(732) 462-5300

The Reynolds and Reynolds Company ERAINTINVI
SF678970 Q (10/14)

[redacted]

NISSAN OF ATLANTIC CITY

6021 BLACK HORSE PIKE
EGG HARBOR TOWNSHIP, NEW JERSEY 08234
website: www.nissanofatlanticcity.com
(609) 646-1104

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: JEFFREY SCIORE 749159	TAG NO. [redacted]	INVOICE DATE: 09/05/17	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE: 5,687	COLOR: MAGNETIC BL
LINWOOD, NJ [redacted]	YEAR / MAKE / MODEL: 17/NISSAN/ROGUE/AWD SV		DELIVERY DATE: 06/12/17	DELIVERY MILES: 15,540
[redacted]	VEHICLE I.D. NO.: 5 N 1 A T 2 M V 4 H C [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE: 09/05/17	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: [redacted]

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6+55NIZGTIR GREEN TECH(S):48568 INTERNAL

PERFORM TIRE INSPECTION ALL FOUR.
SAFETY INSPECTION
TIRE INSPECTIONS REVEALS A "GREEN" OK CONDITION.

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

COMMENTS----------

Created By: adellinger@nissanofatlanticcity.com, Created On: 08-28-2017, Transport Type: WAITER

TOTALS----------

Thank you for choosing Nissan of Atlantic City, we hope we have exceeded your service expectations by:
***SPEAKING WITH AN ADVISOR WITHIN TWO MINUTES
***KEEPING YOU INFORMED OF YOUR VEHICLE STATUS
***REVIEWED RESULTS OF TECH INSPECTIONS
***THAT YOUR VEHILCE WAS READY WHEN PROMISED
***RETURNING YOUR VEHICLE IN CLEANER CONDITION
Lastly, that we contacted you regarding your satisfaction. If not please call me personally at (609) 383-6100 x126 ask for Nicole, or email nromanovich@nissaninfinitivolvoatac.com

Thank you again.

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

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

HOURS OF OPERATION:
MONDAY - FRIDAY
7:30 A.M. to 6:00 P.M.

WE OFFER:

- Low Cost Rentals
- We Gladly Accept:

☐ Mastercard
☐ Visa
☐ American Express
☐ Checks
☐ Cash

EARLY BIRD NITE OWL

DROP OFF SERVICE AVAILABLE

OUR MANAGEMENT TEAM WOULD BE HAPPY TO ASSIST YOU WITH ANY SALES, SERVICE OR PARTS CONCERNS. PLEASE CALL:
(732) 462-5300

The Reynolds and Reynolds Company ERAINTINVF
SF678970 Q (10/14)

[redacted]

NISSAN OF ATLANTIC CITY

6021 BLACK HORSE PIKE
EGG HARBOR TOWNSHIP, NEW JERSEY 08234
website: www.nissanofatlanticcity.com
(609) 646-1104

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: JODIE REESE 28770	TAG NO. [redacted]	INVOICE DATE: 12/20/17	INVOICE NO. [redacted]
[redacted] LINWOOD, NJ [redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE: 13,399	COLOR: MAGNETIC BL
	YEAR / MAKE / MODEL: 17/NISSAN/ROGUE/AWD SV		DELIVERY DATE: 06/12/17	DELIVERY MILES: 15,540
	VEHICLE I.D. NO.: 5 N 1 A T 2 M V 4 H C [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE: 12/20/17	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		

MO: [redacted]

LABOR & PARTS----------

J# 1 00NIZ01 *EXPRESS OIL CHANGE TECH(S):53985 14.73

Express oil and filter change.
Client request.
Express Oil Change 2017

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15208-65F0E	OIL FILTER	9.00	9.00
JOB # 1	1	11026-JA00A	WASHER DRAIN	0.52	0.52
JOB # 1	6	OIL	LUBE	2.95	17.70
			JOB # 1 TOTAL PARTS		27.22
			JOB # 1 TOTAL LABOR & PARTS		41.95

J# 2 40NIZ01 BRAKE CONCERN TECH(S):12786 0.00

CUSTOMER STATES" WHEN DRIVING THE VEHICLE BEEPS THREE TIMES
THEN AUTOMATIC BRAKES APPLES SOMETIMES
DIAG. CANNOT DUPLICATE CONCERN. REC LEAVING VEHICLE
CUST CANNOT LEAVE VEHICLE. DEALER TO CALL NISSAN
NO REMARKABLE CONDITION FOUND

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 00NIZ02 MULTI-POINT INSP. TECH(S):53985 0.00

Express Multi-Point inspection.
Completed visual multi-point inspection, including battery
lighting, fluids, brakes, and tires. See sheet attached.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	105	SHOP SUPPLIES & DISPOSAL FEE		1.45
JOB # A	100	HAZARDOUS DISPOSAL FEE		1.45
JOB # 1	25	COUPON DISCOUNT		-5.00
			TOTAL - MISC	-2.10

COMMENTS----------
Created By: JFRivera@dealerfocus.com, Created On: 12-18-2017, T
ransport Type: DROP OFF

HOURS OF OPERATION:
MONDAY - FRIDAY
7:30 A.M. to 6:00 P.M.

WE OFFER:

- Low Cost Rentals
- We Gladly Accept:

☐ Mastercard
☐ Visa
☐ American Express
☐ Checks
☐ Cash

EARLY BIRD NITE OWL

DROP OFF SERVICE AVAILABLE

OUR MANAGEMENT TEAM WOULD BE HAPPY TO ASSIST YOU WITH ANY SALES, SERVICE OR PARTS CONCERNS. PLEASE CALL:
(732) 462-5300

The Reynolds and Reynolds Company ERAINTINVC
SF678970 O (10/14)

[redacted]

NISSAN OF ATLANTIC CITY

6021 BLACK HORSE PIKE
EGG HARBOR TOWNSHIP, NEW JERSEY 08234
website: www.nissanofatlanticcity.com
(609) 646-1104

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: JODIE REESE 28770	TAG NO. [redacted]	INVOICE DATE: 12/20/17	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE: 13,399	COLOR: MAGNETIC BL
LINWOOD, NJ [redacted]	YEAR / MAKE / MODEL: 17/NISSAN/ROGUE/AWD SV		DELIVERY DATE: 06/12/17	DELIVERY MILES: 15,540
[redacted]	VEHICLE I.D. NO.: 5 N 1 A T 2 M V 4 H C [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE: 12/20/17	
RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]	COMMENTS			MO: [redacted]

TOTALS----------

Thank you for choosing Nissan of Atlantic City, we hope we have exceeded your service expectations by:
***SPEAKING WITH AN ADVISOR WITHIN TWO MINUTES
***KEEPING YOU INFORMED OF YOUR VEHICLE STATUS
***REVIEWED RESULTS OF TECH INSPECTIONS
***THAT YOUR VEHILCE WAS READY WHEN PROMISED
***RETURNING YOUR VEHICLE IN CLEANER CONDITION
Lastly, that we contacted you regarding your satisfaction. If not please call me personally at (609) 383-6100 x126 ask for Nicole, or email nromanovich@nissaninfinitivolvoatac.com

Thank you again.

TOTAL LABOR....	14.73
TOTAL PARTS....	27.22
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.90
TOTAL MISC DISC	-5.00
TOTAL TAX.....	2.69
TOTAL INVOICE $	**42.54**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

HOURS OF OPERATION:
MONDAY - FRIDAY
7:30 A.M. to 6:00 P.M.

WE OFFER:

- Low Cost Rentals
- We Gladly Accept:

☐ Mastercard
☐ Visa
☐ American Express
☐ Checks
☐ Cash

EARLY BIRD nite owl

DROP OFF SERVICE AVAILABLE

OUR MANAGEMENT TEAM WOULD BE HAPPY TO ASSIST YOU WITH ANY SALES, SERVICE OR PARTS CONCERNS. PLEASE CALL:
(732) 462-5300

The Reynolds and Reynolds Company BRAINTRUST
SF678970 Q (10/14)

2017.5 NISSAN ROGUE
SV AWD

Scan QR code for general model information & options

Standard Equipment Included at No Extra Charge

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

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

COMFORT & CONVENIENCE
6-Way Power Driver Seat w/ Power Lumbar Support
EZ Flex® Seating System
40/20/40 Folding and Reclining
60/40 Sliding 2nd Row
Quick Comfort™ Heated Front Cloth Seats
Leather-Wrapped Steering Wheel & Shift Knob
Auxiliary Audio Input Jack
6-Speaker AM/FM/CD Audio System
5" Color Audio Display
SiriusXM Satellite Radio**
USB Connection Port
Bluetooth® Hands-free Phone System
Streaming Audio via Bluetooth®
Hands-free Text Messaging Assistant*****
Advanced Drive-Assist® Display
(3) 12-Volt DC Power Outlets

COMFORT & CONVENIENCE CONT.
RearView Monitor
Dual-Zone Automatic Temperature Control
2nd Row Seat A/C Vents
Illuminated Visor Vanity Mirrors with Visor Extenders
Divide-N-Hide® Cargo System
Power Door Locks w/ Auto Locking Feature
Power Windows w/ Driver Auto Up/Down
Nissan Intelligent Key® with Push Button Start
Remote Engine Start System

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

**SiriusXM includes activation & 3 months of service only; subscription sold separately. SiriusXM services are not available in AK, HI and some markets.
***Optional Equipment Replaces Standard Where Applicable.
*****Compatible smartphone required. Standard text rates and/or data usage may apply.
******Additional cost required.

Manufacturer's Suggested Retail Base Price:	$26,990.00
Options Included by Manufacturer	
Sun and Sound Touring Package*** Power Panoramic Moonroof Bose® Premium Audio System 9 Speakers, Including 2 Subwoofers	1,720.00
Floor Mats with Cargo Area Protector	225.00
DESTINATION CHARGES	960.00
Total*	**$29,895.00**

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

****Not actual Monroney Label. Provided for informational purposes only. Vehicle features, pricing and other information subject to change, may vary from actual vehicle content and/or Monroney label description. While Nissan makes reasonable efforts to ensure accuracy of information, Nissan is not responsible for changes, errors or omissions. See actual vehicle and/or verify information in question with your Nissan dealer.**

EPA DOT Fuel Economy and Environment

Gasoline Vehicle

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

Small SUVs range from 18 to 34 MPG.
The best vehicle rates 136 MPGe.

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

Annual fuel cost $1,350

Fuel Economy & Greenhouse Gas Rating (tailpipe only) 6 (1–10, Best)
Smog Rating (tailpipe only) 7 (1–10, Best)

This vehicle emits 326 grams CO2 per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also create emissions, learn more at fueleconomy.gov.

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 26 MPG and costs $7,000 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at $2.45 per gallon. MPGe is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

fueleconomy.gov
Calculate personalized estimates and compare vehicles

Smartphone QR Code™

GOVERNMENT 5-STAR SAFETY RATINGS

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

Frontal Crash — Driver ★★★★ / Passenger ★★★
Based on the risk of injury in a frontal impact.
Should ONLY be compared to other vehicles of similar size and weight.

Side Crash — Front seat ★★★★★ / Rear seat ★★★★★
Based on the risk of injury in a side impact.

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

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

This Vehicle qualifies for Nissan's

Security+Plus Extended Protection Plan

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

DELIVERY

VEHICLE COLORS:
EXT:MAGNETIC BLACK
INT: CHARCOAL

FINAL ASSEMBLY POINT:
SMYRNA

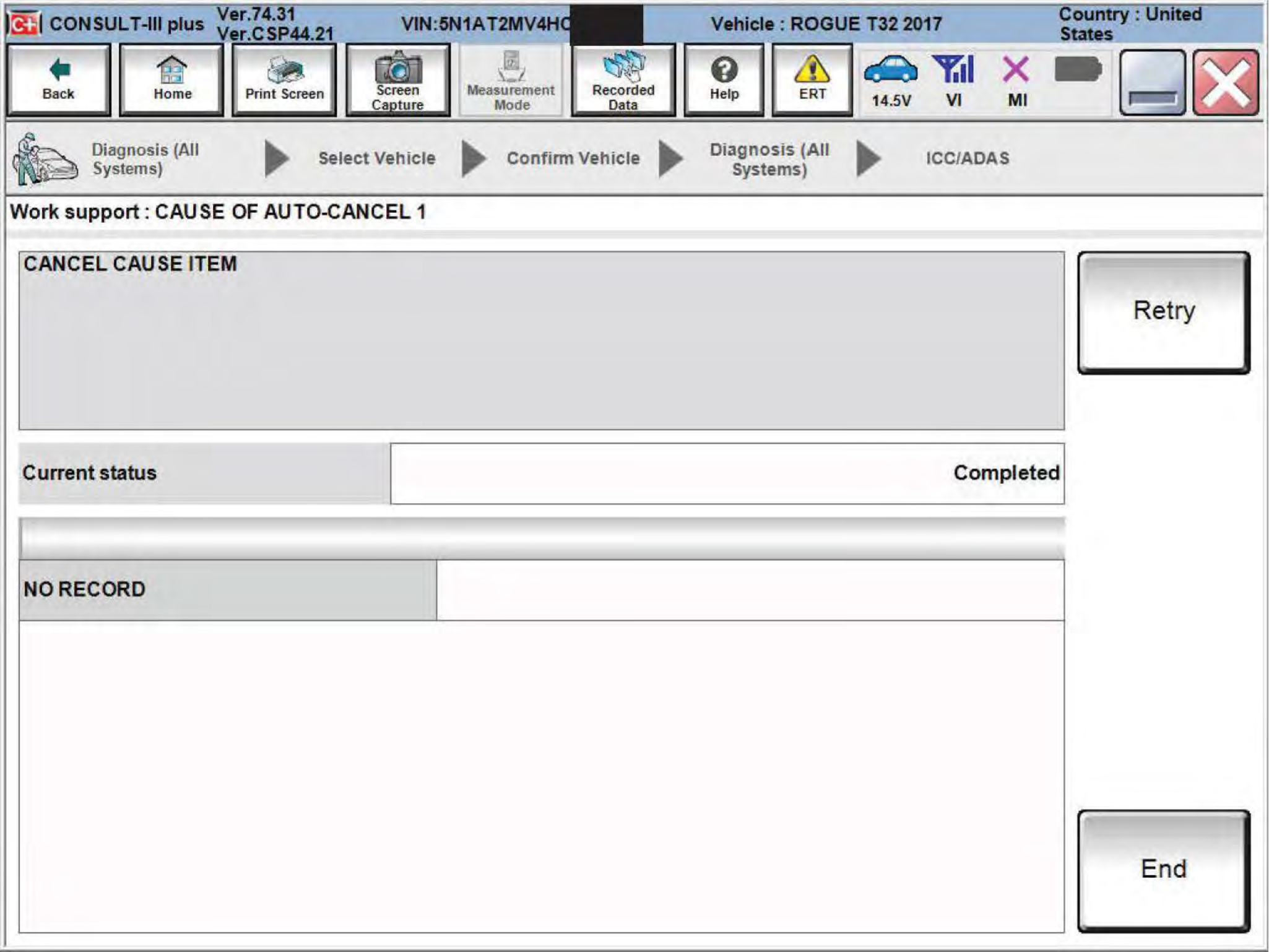
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TRUCK

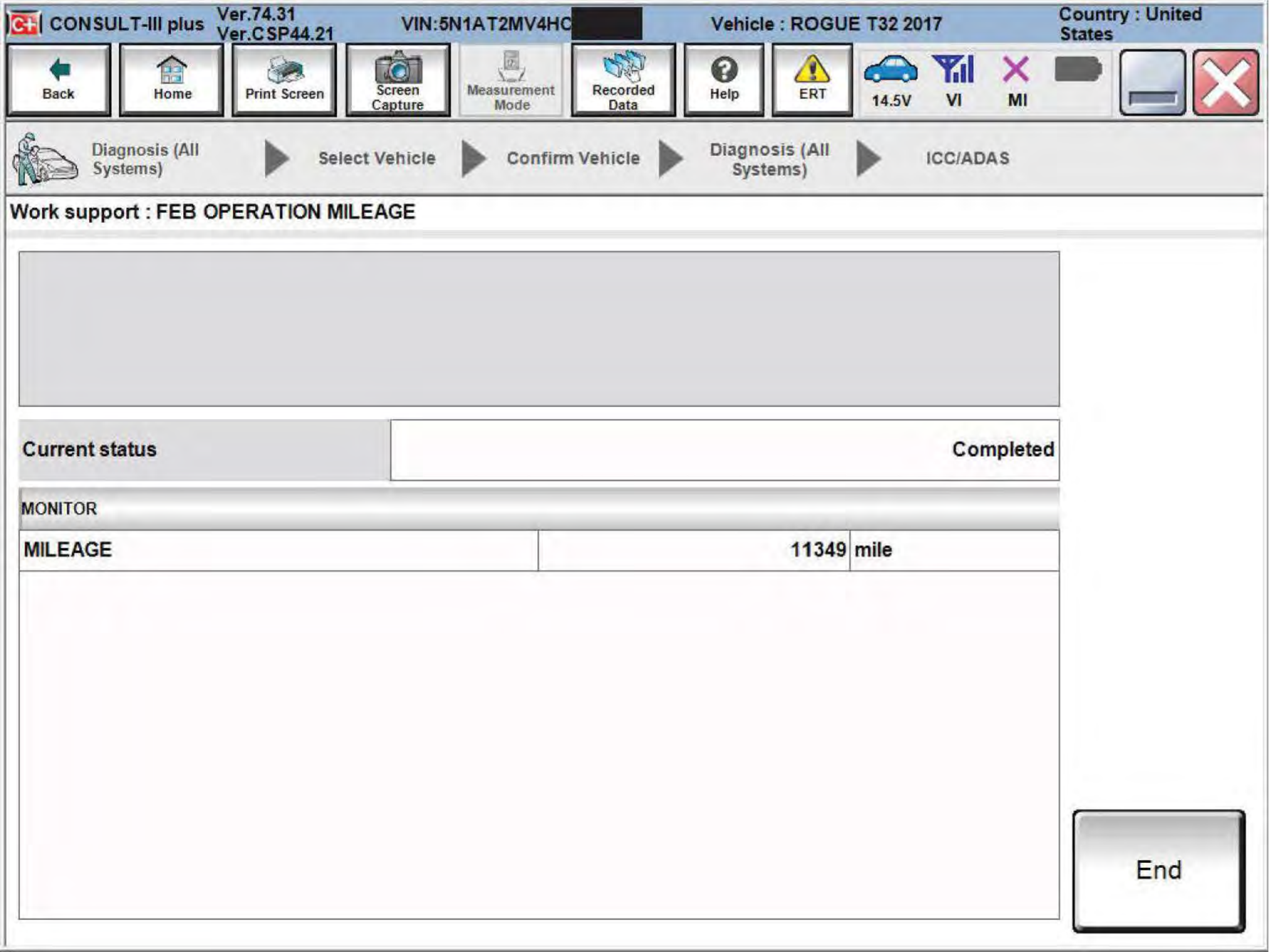
DEALER:
NISSAN OF ATLANTIC CITY
6021 BLACK HORSE PIKE
EGG HARBOR TWNSHPNJ
08234

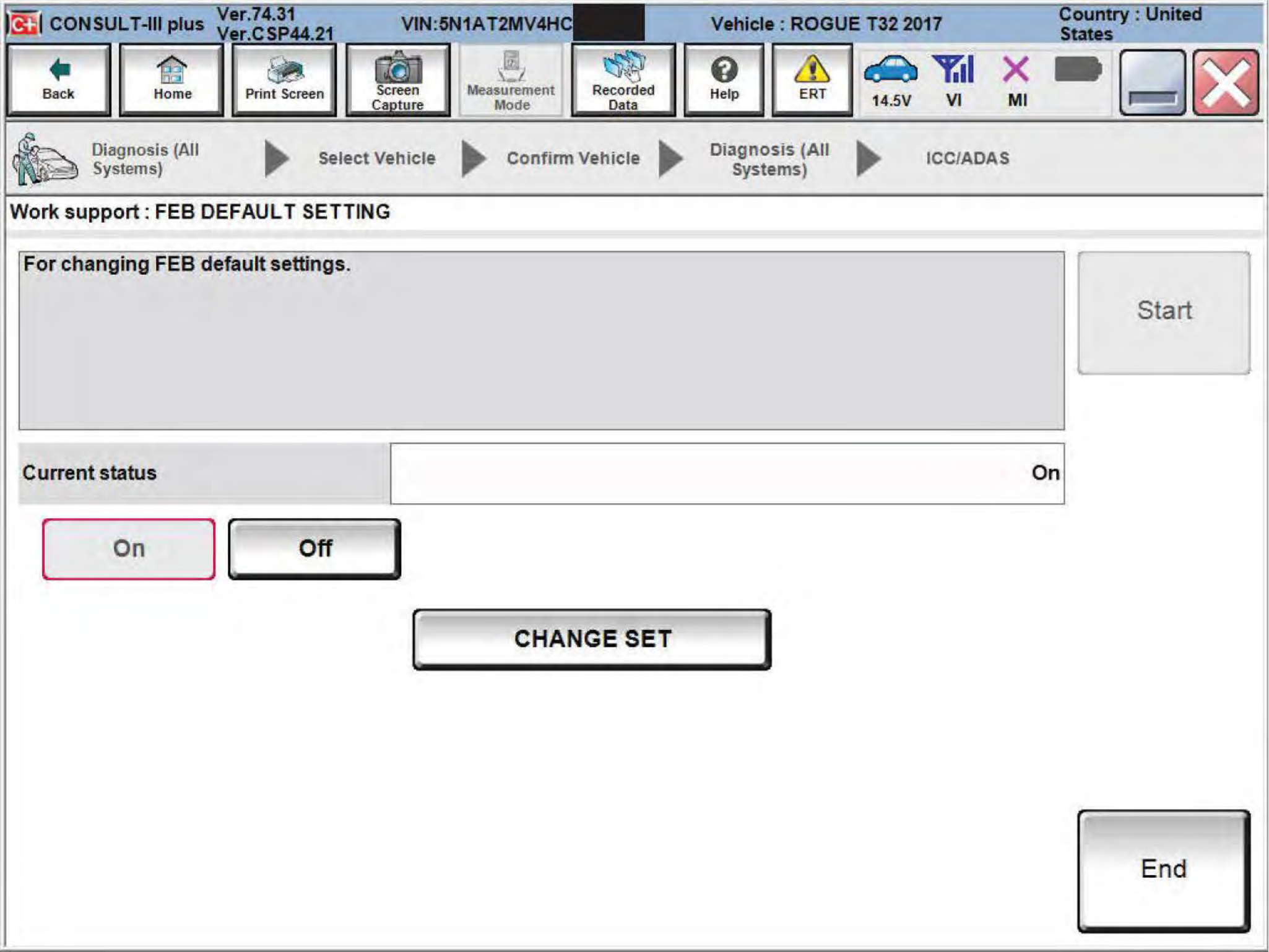
VIN: 5N1AT2MV4HC839734
EMS:50 STATE EMISSIONS
MDL:29417-839734 G41-G
OPT:R-K02C03L92Z66

20170509225216AS5477

Unofficial Copy*


CONSULT-III plus
Ver.74.31
Ver.CSP44.21
VIN:5N1AT2MV4HC
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End


CONSULT-III plus
Ver.74.31
Ver.CSP44.21
VIN:5N1AT2MV4HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
11349
mile
End


CONSULT-III plus
Ver.74.31
Ver.CSP44.21
VIN:5N1AT2MV4HC
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End

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	JN8AT2MT9HW[redacted]
User	Rafael Mariduena
Case Number	[redacted]
EDR Data Imaging Date	03/15/2018
Crash Date	02/13/2018
Filename	JN8AT2MT9HW[redacted]_ACM.CDRX
Saved on	Thursday, March 15 2018 at 11:54:27
Imaged with CDR version	Crash Data Retrieval Tool 17.6.1
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.6.1
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r006

DTCs at Time of Retrieval

None

Hexadecimal Data

```
DID    Data

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

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

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

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

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

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

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

```
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201D  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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      7F 7F

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

201F  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F FF 7F
      FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F
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      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF 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 JN8AT2MT9HW[redacted]

Supplements

Check all of the supplements that apply:

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

I. CLAIMANT

Claimant Name [redacted] DOB [redacted] Day Phone [redacted]
Address [redacted] Eve. Phone -
City Pasadena State TX Zip Code [redacted] Country United States

☐ Driver Same as Claimant

Driver Name [redacted] DOB [redacted] Day Phone [redacted]
Address [redacted] Eve. Phone -
City Pasadena State TX Zip Code [redacted] Country United States

☒ 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 Mar 1, 2017 VIN JN8AT2MT9HW[redacted]
Mileage 13357 License # [redacted] State TX Country United States
Special equipment & accessories None

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

Number	Description	Status	Date
None	None	○ Open ○ Closed	

Add Row Remove Row

III. Description of Incident & Claim

Source of Information Salesforce Incident Date 2/13/18 Time 11:00 AM

Location of Incident (describe fully) At the intersection of Spencer hwy and Burke road.

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MT9HW[redacted]

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

Vision obstruction (describe) None

Temperature at time of incident 51 F | Parking location prior to time of incident Unknown

Overnight temperature prior to incident 44 F | Length of time parked Unknown

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant) Driver had turned off of Burke Rd, when a warning light illuminated and the vehicle automatically stopped with no vehicles in front.

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

Driver Action (braking, steering, etc.) Accelerating from a turn

Special Circumstances None

Actions taken after incident and results of those actions Driver continued trip

Vehicle Estimated Speed Not reported | Source Salesforce | Posted Speed Limit Not reported

Other Vehicle Estimated Speed N/A | Source Salesforce | 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	Forward Emergency Braking activated and vehicle came to a stop without apparent cause	Sierra Burton
2	Rear Cross Traffic Alert failed to detect and notify driver of pedestrian walking behind vehicle	Sierra Burton

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information Salesforce

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MT9HW[redacted]

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



Occupant Name [redacted] DOB [redacted] Height 6'00"

Address [redacted] Pasadena TX [redacted] Weight 150 lbs

Location Incident Vehicle Seating Position 1 - Driver

Seat Belts Worn Unknown 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 Data did not contain a record of an event

V. Other Property Damage

☒ No Other Property Damage

Source of information Salesforce

VI. Investigation Results

Date of vehicle inspection 3/15/18

Location of inspection McDavid Nissan
11911 GULF FWY
HOUSTON, TX 77034

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

No injury and no damages reported

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

Photos taken by Rafael Mariduena # Photos 80

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

Exterior/Body No damage

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MT9HW[redacted]

Engine/ Transmission/ Drivetrain	No damage
Underbody/ Suspension/ Steering/ Wheels & Tires	No damage
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No damage
Seat Belts/ Child Restraints (if applicable)	No damage
Air Bags	No damage, not deployed

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

DTS-RM performed test drive with customer and service advisor. Vehicle operating as engineered at the time of inspection.

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

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

#	Allegation	Factual Findings
1	Forward Emergency Braking activated and vehicle came to a stop without apparent cause	Vehicle operating as engineered at the time of inspection. No diagnostic trouble codes stored. No full FEB activation was captured.
2	Rear Cross Traffic Alert failed to detect and notify driver of pedestrian walking behind vehicle	Vehicle operating as engineered at the time of inspection. No diagnostic trouble codes stored. On test drive a technician was crossing behind vehicle and RCTA did chime to warn of pedestrian cross traffic

Add Row | Remove Row

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

Reporter's Signature *Rafael Mariduena*

Reporter's Name & Region Rafael Mariduena, Central Region

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MT9HW[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)	None
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?	◉	○	

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MT9HW[redacted]

	Yes	No	Comments
EDR download included in report?	◉	○	Performed EDR download but no event data is stored

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.



Search... 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 [42] | Case Categorizations [2] | Open Activities [0] | Activity History [7] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [4] | Case History [31] | 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	Dakota McGregor [Change]
Home Phone	[redacted]	Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	2/20/2018 8:58 AM
Letter Received Date		Date/Time Closed	
Follow Up Date	4/2/2018	Multiple Repairs	No
Follow Up Request	Send Follow Up Email		
Supporting Documents		DRT Support Status	DRT Assigned
CA Multiple Repairs		DRT Support IIR Status	Accepted
Executive Actions To Resolve		DRT Resolution Status	
Description	IIR- FEB- CST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	MCDAVID NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	13,257		

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	JN8AT2MT9HW[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	22517	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	MCDAVID NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	2/21/2018
Responsible District	07	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	review

Related Items

Approved Check Requests	$0.00	VCAN	
IIR	[redacted]	Goodwill Offered	
IIR Date		Goodwill Processed	0
RHR Started	3/1/2018	Vehicle Service Contract	
RHR Completed	3/5/2018	VSC Reprint Request	Email

Contact Name [redacted]

Primary & Secondary Root Cause Code

What is the issue?	MV - Multiple Dealer Visits/Comeback	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

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MT9HV[redacted]		
Created By	Leonardo Montero, 2/20/2018 8:58 AM	Root Cause Code	SCMV
Last Modified By	NNAETL, 3/19/2018 9:03 PM	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 Private	✓	**Created By: Dakota McGregor (3/19/2018 9:33 AM)** ARBS received inbound from C ARBS inquired how ARBS could assist C C states that C is checking on update from case ARBS informed that will be 2-4 weeks from inspection date C states that C requested an RHR and has never heard the resolution C states C still wants veh repurchased ARBS inquired when C would like repurchase review completed C states after inspection results are available ARBS understood and agreed ARBS thanked C C thanked ARBS call ended mutually
Make Private	✓	**Created By: Dakota McGregor (3/19/2018 8:19 AM)** ARBS notes per DTS-RM that IIR has been uploaded to FTP
Make Private	✓	**Created By: Dakota McGregor (3/12/2018 10:34 AM)** ARBS sent e-mail to SRPLNR FD informing of DTS-RM's request for callback
Make Private	✓	**Created By: Dakota McGregor (3/9/2018 3:50 PM)** ARBS received inbound from DTS-RM ARBS confirmed inspection date with DTS-RM DTS requested callback from SRPLNR FD on 03/12/18 at or after 3PM ARBS understood and informed would notify SRPLNR
Make Private	✓	**Created By: Dakota McGregor (3/9/2018 3:49 PM)** ARBS received inbound from C ARBS verified C had time to speak to ARBS ARBS verified and completed probe Regarding Cs previous concerns: C states that a week after purchase of the veh in May, C had gone to the DLR in July because the warning light for the FEB would stay continuously illuminated C states that has a video of the concern C was instructed by Nissan DLR to just turn the veh off C states that service department personnel have changed, so rep is no longer with department that informed C of this C states that incident has happened twice C states C was the only person in the veh and was driving the veh C states there was no accident or injury C states that brakes automatically braked C states that the road was completely clear C states that Cs first time occurred at cherry brook and burke rd and Pasadena then occurred near burke rd C states that the side warning lights were red and beeped multiple times then went back to normal C states that there were no vehicles to the side of Cs veh when this occurred C states that there was no road construction C states that there were no overhead obstructions including signs overpasses intersection lights C states that there were no railroad tracks in the area C states that veh had just over 13 000 miles when this occurred C states that foot was still on the accelerator, and the veh began to accelerate C states that C did not pull over C states that has been to DLR 2X for incident without any repair to resolve concerns ARBS informed that would like to inspect the veh ARBS explained inspection process and offered to C ARBS informed that would be 2-4 weeks after inspection before resolution would be available C understood ARBS informed that inspection date would be on 03/15 at 10AM C understood and agreed C inquired if C needs to be in attendance ARBS informed C that C needs to bring video of incident to show DTS, but may not be required for entire several hour inspection C understood and agreed C states C is in a rental/loaner veh from DLR ARBS informed that rental/loaner would be continued to be provided until review is completed C understood ARBS offered further assistance

		C declined Call ended mutually
Make Private	✓	**Created By: Dakota McGregor (3/9/2018 10:46 AM)** [redacted] aRBS placed outbound to C ARBS spoke to Mrs. [redacted] Mrs. Burton informed that is a bad time, and C would call ARBS back at 2PM ARBS provided best contact info Call ended mutally
Make Private	✓	**Created By: Dakota McGregor (3/9/2018 10:40 AM)** ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE **********
Make Private	✓	**Created By: Dakota McGregor (3/9/2018 10:35 AM)** ARBS placed outbound to DTS-RM ARBS inquired if DTS could perform IIR on 03/13/18 at 1PM DTS informed would check then would let ARBS know ARBS informed if not please provide alternative dates ARBS reviewed case with DTS ARBS received callback from DTS-RM DTS informed that can conduct the IIR on 03/15/18 at 10AM
Make Public		**Created By: Samantha Dixon (3/8/2018 3:21 PM)** emergency braking system has caused VEH to stop multiple times: under engineering review
Make Private	✓	**Created By: Zachary Adams (3/8/2018 2:06 PM)** RCAS-Zachary Adams PLACED outbound call to C's spouse [redacted]. RCAS ADVISED "This call may be recorded for quality and training purposes." RCAS confirmed and booked DTS appointment for C 03/13/2018 at 1:00PM. RCAS stated would like to take a few minutes and ask C a few questions. RCAS asked IRR questions RCAS stated Thank you for the information. A Nissan representative will call you within 3 business days after the representative receives the case. Please allow for a minimum of 30 minutes during that call so the representative may best understand the whole situation. Is [redacted] the best number to reach you? C stated yes. Call ended mutually.
Make Private	✓	**Created By: Zachary Adams (3/8/2018 10:16 AM)** RCAS-Zachary Adams placed outbound call to [redacted] and asked to speak with SD-Steve Pixley. RCAS stated will send DTS next and DLR to be on look out. Call ended mutually.
Make Public		**Created By: Trisha Zamarron (3/7/2018 10:26 AM)** ARBS-TZ provided TL LH a FYI that ARBS would be requesting an IIR be started from RCAS ZA.
Make Public		**Created By: Trisha Zamarron (3/7/2018 10:25 AM)** ARBS-TZ requests RCAS ZA start IIR process sop 2.13
Make Public		**Created By: Trisha Zamarron (3/7/2018 9:35 AM)** ARBS-TZ reviewed the codes and the concerns with Sr. Planner FD. Sr. Planner FD did confirm the codes are under investigation with a possible update by the end of March. Sr. Planner FD recommends IIR be conducted, DTS would be recommended to meet with C to provide information on the system.
Make Public		**Created By: Trisha Zamarron (3/7/2018 8:03 AM)** ARBS-TZ reviewed the following repair history: 1/31/2018 @ 12,863 miles RO# [redacted] 14 days down Concerns: 1. c/s front crash sensor appears to be acting up. crash sensor light stays illuminated. vehicle has randomly stopped while customer is driving Actions: 1. cleaned lane camera sensor and connector, cleaned left side radar and connector. test drove vehicle. cleared past codes (u1500, cla16-97, clb55-97). 02/15/2018 @ 13,353 miles RO# [redacted] open ========== ARBS-TZ notes the following for review: State: TX In Service Date 5/13/2017 Retail Sale 0 previous CA cases 1 techline case: [redacted] 0 DTS inspection has a VSC techline notes: past codes u1500, cla16-97, clb55-97 vehicle slowed down and stopped on by itself once after she made a left turn. she restarted vehicle and it works normal then. no trouble code found -no current nor past code codes. vehicle drives normal.
Make Private	✓	**Created By: Zachary Adams (3/6/2018 1:14 PM) | Last Modified By: Zachary Adams (3/6/2018 1:14 PM)** RCAS-Zachary Adams PLACED outbound call to C's spouse [redacted]. RCAS ADVISED "This call may be recorded for quality and training purposes." RCAS explained RHR still under review and next follow up 03/09/2018. C stated ok and please call [redacted] on Friday as C will not be available at the [redacted] on that day. Call ended mutually.
Make Private	✓	**Created By: Zachary Adams (3/6/2018 1:10 PM)** RCAS-Zachary Adams placed outbound call to [redacted] and left VMX for SD-Steve Pixley with request for call back.
Make Private	✓	**Created By: Zachary Adams (3/5/2018 9:35 AM)** RCAS-Zachary Adams placed outbound call to DTS-Rafael Mariduena@ [redacted] DTS- Rafael Mariduena stated cannot conduct any repairs if under engineering review. DTS agreed with RCAS that DTS inspection would not add much value and if C had to wait for inspection and still no repair released could further frustrated customer. RCAS requested DTS communicate with SD-Steve Pixley and confirm no DTS inspection and what DTS might advised SD to say to customer on this particular case. Call ended mutually.
Make Private	✓	**Created By: Zachary Adams (3/5/2018 9:34 AM)** please disregard previous note.
Make Private	✓	**Created By: Zachary Adams (3/5/2018 9:33 AM)** RCAS-Zachary Adams placed outbound call to Rafael Mariduena@ 6159819875 and asked to speak with SM-Shawn Hamilton. DTS- Rafael Mariduena stated cannot conduct any repairs if under engineering review. DTS agreed with RCAS that DTS inspection would not add much value and if C had to wait for inspection and still no repair released could further frustrated customer. RCAS requested DTS communicate with SD-Steve Pixley and confirm no DTS inspection and what DTS might advised SD to say to customer on this particular case. Call ended mutually.

Make Public

Created By: Nicki Barror (3/5/2018 9:27 AM)
DRTS received the RHR. The RHR was assigned to ARBS Trisha Zamarron for review.

Make Private

Created By: Zachary Adams (3/5/2018 9:18 AM)
RCAS notes reviewed case with CATS-Jeff Wyatt.

Make Private

Created By: Zachary Adams (3/5/2018 9:16 AM)
RCAS placed outbound call to Mcdavid Nissan @ 8082147296 and spoke with SD-Steve Pixley.

RCAS asked the following questions and received the following answers:

•How many times has the customer's vehicle been to the dealer/retailer for repairs? 2.
•What repairs were performed? SD stated DLR cleaned ADAS control unit 2 and connector lane camera sensor and connector.
•Are there currently any OPEN ROs? SD stated current RO [redacted] was opened on 02/15/2018 with 13,353 miles.
•Is the vehicle currently at the dealership? Yes.
•How many days has the vehicle been kept out of service at your dealer for repairs? 32.
•Has the on-site CA Technical Specialist (CATS) been involved? RCAS confirmed Yes.
•Has TECH LINE been involved? Yes.
•Has a Dealer Technical Specialist (DTS) been involved? No, RCAS requested both SD and RCAS call DTS today to get opinion from DTS if DTS request would add any value to this specific "under engineering review" case.

RCAS asked why RO [redacted] was open 5 days or longer.
SD stated lots of test driving for customer satisfaction by DLR but never able to duplicate and Techline case opened and cleaned sensors and connectors.

RCAS asked why RO [redacted] was open 5 days or longer.
SD test drove again extensively for 58 miles but unable to duplicate still and C currently in rental VEH.

RCAS requested email of 2 RO's discussed.

Call ended mutually.

Make Private

Created By: Zachary Adams (3/5/2018 8:49 AM)
RCAS notes emailed back and copied FOM-Nancy Davis and TL-Lesley Howard:
Concern under engineering review. C referred to work with DLR until repair released. RCAS conducting RHR. Alternate transportation at choice of DLR. DTS would not add value as concern under review.

Make Private

Created By: Zachary Adams (3/5/2018 8:47 AM)
RCAS notes email from SD-Steve Pixley: what should dealer do about alternate transportation since concern is safety concern.

Make Private

Created By: Zachary Adams (3/1/2018 1:13 PM)
RCAS-Zachary Adams PLACED outbound call to C's spouse [redacted].

RCAS ADVISED "This call may be recorded for quality and training purposes."

C stated does not feel safe in VEH.

RCAS asked if C was seeking RHR and explained review not guarantee of repurchase or replacement but review.
RCAS explained repair history of VEH was part of criteria taken in to consideration of review.
RCAS explained RHR was about a 10 business day review process.
C stated yes that was what C was seeking.

Why do you want to return the vehicle to Nissan North America?
C stated: because C does not feel safe.
Where is the vehicle currently?
C stated: Mcdavid Nissan.
Are you currently in a rental vehicle?
C stated: Yes.
Where was the vehicle purchased?
C stated: Robbins Nissan.
Was the vehicle purchased new or used?
C stated: New
If used, when was the vehicle purchased?
C stated: N/A
Where is the vehicle serviced?
C stated: Mcdavid Nissan.
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers.
C stated: No.

Are you aware of any aftermarket upgrades that have been made to your VEH like a car alarm or remote start system:
C stated: no.

Do you connect, pair or plug anything into your VEH like a phone charger, mobile device, etc. and have noticed any connection with the VEH concern and the device.
C stated: Phone Charger through 12 volt.

RCAS set follow up 03/06/2018
Call ended mutually.

Make Private

Created By: Zachary Adams (3/1/2018 11:59 AM)
RCAS notes VMX from C @ [redacted] requesting call back at same number.

Make Private

Created By: Zachary Adams (3/1/2018 9:54 AM)
*** [Added after the case is closed.] ***
RCAS notes inbound call from SA-Homer Rigas.

SA stated C brought VEH in after almost getting in collision and crash sensors never went off.
SA stated C stated VEH ran red light in front of C and crash sensor indicator never went off and C almost t-boned.

SA stated C stated feels unsafe so DLR has C in 24 hour rental.

SA stated will advise C to call back in to RCAS.

Call ended mutually.

Make Private

Created By: Zachary Adams (2/22/2018 1:10 PM)
*** [Added after the case is closed.] ***
RCAS-Zachary Adams PLACED outbound call to C's spouse [redacted].

RCAS ADVISED "This call may be recorded for quality and training purposes."

RCAS explained already spoke with C's spouse.

RCAS apologized for concern.
RCAS explained had communicated with DLR and concern is currently under engineering review.
C stated Nissan responsible with VEH causes accident or injury in future?
RCAS apologized for concern and advised could not speak hypothetically.

RCAS encouraged C to work with DLR until repair released.

RCAS asked if C had further questions.
C stated no.

C used profanity.

Call ended mutually.

Make Private

Created By: Zachary Adams (2/22/2018 1:00 PM)
*** [Added after the case is closed.] ***
RCAS notes VMX from C's spouse [redacted] on 2/22/2018 12:51 PM apologizing for missing RCAS call and requesting call back at same number.

Make Private

Created By: Zachary Adams (2/22/2018 10:22 AM)
RCAS is closing Case as no further assistance can be offered at this time.

CASE SUMMARY
C contacted Nissan CA requesting assistance with product critic: emergency brake assist caused VEH to stop multiple times.

STATEMENT OF DECISION
RCAS advised C the Case has been thoroughly reviewed and C's concern would be documented and C to work with DLR service for repair to be released in future.

RCAS reviewed Case with SA-Homer Rigas.

Created By: Zachary Adams (2/22/2018 10:17 AM)
RCAS-Zachary Adams PLACED outbound call to C @[redacted] and confirmed as best contact number.
RCAS verified C's name.
RCAS VERIFIED now was a good time to discuss C's case with Nissan.
C stated yes.

RCAS asked would you like to be opted in to texting and that fees and data rates may apply.
C stated yes.
RCAS asked what number C would like on file for texting.
C stated @[redacted]

RCAS stated wanted to take a minute at the beginning of the call to introduce RCAS self, explain RCAS role within Nissan, and purpose for contacting C today.

RCAS stated: RCAS is a Regional Consumer Affairs Specialist for Nissan.
RCAS stated: RCAS will be C's primary point of contact.
RCAS stated: RCAS purpose is to serve C by assisting with concern to the best of RCAS ability.

C stated ok.

RCAS ADVISED "This call may be recorded for quality and training purposes."

RCAS asked could you please state your home & email address for security purposes.
RCAS notes C verified home & email address.

Make Private

RCAS asked year and model of VEH: C stated 2017 Rogue
RCAS VERIFIED VEH Info including: Current Mileage: 13,257
RCAS VERIFIED if VEH was purchased preowned and asked initial mileage: new
RCAS CHECKED for open recalls/campaigns and found: 0
RCAS CHECKED for previous UNRELATED Case(s) and found: 0
RCAS CHECKED previous RELATED Case(s) and found: [redacted]

RCAS asked C to elaborate on C's concern and what C was seeking from NNA.
C stated VEH will randomly start with the assisted emergency braking feature sometimes.
RCAS Apologized and empathized with C.

RCAS asked name of DLR.
C stated MCDAVID NISSAN.

RCAS asked how long concern had been occurring.
C stated since February, 2018.

RCAS asked what C was seeking from Nissan.
C stated VEH repaired.

RCAS apologized for concern.
RCAS explained had communicated with DLR and concern is currently under engineering review.
C stated Nissan responsible with VEH causes accident or injury in future?
RCAS apologized for concern and advised could not speak hypothetically.

RCAS encouraged C to work with DLR until repair released.

RCAS asked if C had further questions.
C stated no.

RCAS offered C with Case #[redacted] and RCAS-ZA's direct line: 615-725-7633.
C stated spouse already had from VMX.
RCAS stated if C has any need for further assistance not to hesitate in calling RCAS.

C stated ok.
Call ended mutually.

Make Private

Created By: Zachary Adams (2/22/2018 10:03 AM)
RCAS placed outbound call to C @[redacted] and notes unable to leave VMX due to: continuous ringing.

Make Private

Created By: Zachary Adams (2/22/2018 10:01 AM)
RCAS placed outbound call to C @[redacted] and left VMX with case number, direct line and request for call back.

Make Private

Created By: Zachary Adams (2/22/2018 9:58 AM)
RCAS notes VMX from C[redacted] requesting call back @[redacted]

Make Public

Created By: Ellie Watkinson (2/21/2018 4:39 PM)
****** [CASE SUMMARY] ******
C called in to request assistance from NNA case follow-up
CRR-EW emailed RCAS agent
CRR-EW exciting case

Make Public

Created By: Ellie Watkinson (2/21/2018 4:39 PM)
CRR-EW VERIFIED Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-EWVERIFIED VEH Information including: VIN #, Current Mileage,
CRR-EWCHECKED for open recalls/campaigns and found: none
CRR-EWCHECKED for previous UNRELATED Case(s) and found: none
CRR-EWCHECKED previous RELATED Case(s) and found: none
CRR-EWNOTED concern is: case follow-up

CRR-EW received inbound call from C

C stated C is calling in for information for the case follow-up

CRR-EW informed C that RCAS agent attempted to contact C and left VMX
CRR-EW offered to try to transfer C to RCAS agent

C agreed

CRR-EW contacted RCAS agent and got VMX
CRR-EW informed C that RCAS agent is unavailable and informed C that an email requesting a follow-up will be sent
CRR-EW informed C that there is a follow-up booked for 2.22.2018

C understood

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

C declined.

CRR-EW thanked C for calling NNA

call ended mutually

Make Private

Created By: Zachary Adams (2/21/2018 4:26 PM)
RCAS placed outbound call to C @[redacted] and left VMX with case number, direct line and request for call back.

Make Private

Created By: Zachary Adams (2/21/2018 4:23 PM)
RCAS-Zachary Adams PLACED outbound call to MCDAVID NISSAN @ 7139410600 and spoke with SA-Homer Rigas.
SA stated impact was flashing.
SA sated C was making a turn and warning light went red and stopped VEH.
SA stated there were past codes on VEH so DLR Tech followed proper procedure of cleaning and resetting sensors.
SA stated C brought back a few days later and Techline case started: concern under engineering review.
Call ended mutually.

Make Private

Created By: Zachary Adams (2/21/2018 8:03 AM)
RCAS notes datanet.

Make Public

Created By: Leonardo Montero (2/20/2018 9:11 AM)
****** [CASE SUMMARY] ******
C contacted CA with: VEH damaged with Crash radar system

CRR-LM sending case to RCAS because DLR is unable to diagnosed VEH

Make Public

Created By: Leonardo Montero (2/20/2018 9:09 AM)
CRR-LM VERIFIED Account information including: C's name, home & e-mail address,
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: 1[redacted]
CRR-LM NOTED concern is: VEH damaged with Crash radar system

CRR-LM received inbound call from C.
CRR-LM noting that C is Cs wife

C stated that VEH radar system stopped VEH suddenly
C stated that warning light of sensor crash flashes or got on
C stated that went to service DLR MCDAVID NISSAN, Houston TX on 02/02/2018
C stated that talked to SA Omar
C stated that DLR clean and reset the system and sent C home
C stated that VEH stopped again with the same issue
C stated that went over again on 02/13/2018 to DLR but DLR cannot fixed the problem
C stated that LR create a case #[redacted] on Tech line
C stated that DLR suggest C to call NNACA to file a case
C stated that do not feel safe in VEH
C stated that has kids and VEH stop randomly
C stated that want Nissan to make VEH don't stop
C stated that someone can get killed with this issue

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 02/21/2018 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]

Case Categorizations

New Case Categorization | Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code
	CC[redacted]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	POOR OR IMPROPER OPERATION	26
	CC[redacted]	NISSAN PRODUCT INQUIRIES	ROGUE	CRITICISM	QF

Open Activities

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

No records to display

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 Follow Up[redacted] : MCDAVID NISSAN			3/10/2018	Dakota McGregor		Complete	3/9/2018 10:39 AM
Edit | Del	DTS Request[redacted] MCDAVID NISSAN			3/10/2018	Rafael Mariduena		Complete	3/8/2018 1:53 PM
Edit | Del	IIR		[redacted]	3/9/2018	Dakota McGregor		Complete	3/9/2018 10:39 AM
Edit | Del	Reviewed RHR-Call Customer		[redacted]	3/7/2018	Dakota McGregor		Complete	3/9/2018 10:39 AM
Edit | Del	RHR review[redacted]	RHR	[redacted]	3/5/2018	Trisha Zamarron	Consumer Affairs RHR	Complete	3/7/2018 10:26 AM

Edit | Del	RHR assigned: [redacted]	[redacted]	3/5/2018	Zachary Adams	Complete	3/5/2018 9:28 AM
Edit | Del	RHR	[redacted]	3/1/2018	Dakota McGregor	No Action Required	3/9/2018 10:38 AM

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	Zachary Adams, 3/8/2018 2:08 PM	3/8/2018			JN8AT2MT9HW[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	3/15/2018 10:00 AM	Rafael	Mariduena	Completed

Attachments

Attach File | View All — Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RO[redacted]8.pdf	31KB	3/8/2018 3:21 PM	Zachary Adams
Edit | View | Del	RO_burton_030718.pdf	437KB	3/8/2018 3:21 PM	Zachary Adams
Edit | View | Del	RHR Template- Central Region Case[redacted].doc	73KB	3/8/2018 3:21 PM	Zachary Adams
Edit | View | Del	RHR [redacted].doc	51KB	3/8/2018 3:21 PM	Zachary Adams

Case History

Case History Help

Date	User	Action
3/19/2018 8:24 AM	Dakota McGregor	Changed **Follow Up Date** from 3/22/2018 to **4/2/2018**.
3/9/2018 3:49 PM	Dakota McGregor	Changed **Follow Up Date** from 3/12/2018 to **3/22/2018**.
3/9/2018 10:38 AM	Dakota McGregor	Changed **Follow Up Date** from 3/13/2018 to **3/12/2018**.
3/8/2018 3:21 PM	Samantha Dixon	Changed **Case Owner** from Zachary Adams to **Dakota McGregor**.
3/8/2018 3:21 PM	Samantha Dixon	Changed **Description**.
3/8/2018 2:08 PM	Zachary Adams	Changed **Follow Up Date** from 3/9/2018 to **3/13/2018**.
3/8/2018 1:46 PM	Zachary Adams	Changed **Follow Up Date** from 3/8/2018 to **3/9/2018**.
3/7/2018 11:18 AM	Zachary Adams	Changed **Follow Up Date** from 3/9/2018 to **3/8/2018**.
3/6/2018 1:14 PM	Zachary Adams	Changed **Follow Up Date** from 3/6/2018 to **3/9/2018**.
3/5/2018 9:29 AM	Nicki Barror	Changed **DRT Support Status** from Pending to **DRT Assigned**.
3/5/2018 9:18 AM	Zachary Adams	Changed **RHR Completed** to **3/5/2018**.
3/1/2018 1:14 PM	Zachary Adams	Changed **Follow Up Date** from 3/2/2018 to **3/6/2018**.
3/1/2018 1:14 PM	Zachary Adams	Changed **RHR Started** to **3/1/2018**.
3/1/2018 11:58 AM	Zachary Adams	Changed **Follow Up Date** from 2/23/2018 to **3/2/2018**.
3/1/2018 11:58 AM	Zachary Adams	Changed **Reopen Date** to **3/1/2018 11:58 AM**.
		Changed **Status** from Closed to **Open**.
2/22/2018 10:22 AM	Zachary Adams	Changed **Status** from Open to **Closed**.
		Closed.
2/22/2018 10:18 AM	Zachary Adams	Deleted 2/20/2018 in **RHR Started**.
		Changed **Description**.
2/22/2018 9:59 AM	Zachary Adams	Changed **Follow Up Date** from 2/22/2018 to **2/23/2018**.
2/21/2018 4:25 PM	Zachary Adams	Changed **Follow Up Date** from 2/21/2018 to **2/22/2018**.
2/21/2018 8:02 AM	Zachary Adams	Changed **Data Net** from false to **true**.
2/21/2018 8:02 AM	Zachary Adams	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] BC VIN: JN8AT2MT9HW[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MT9HW**[redacted]
		Changed **Escalated By ID** to [redacted]

2/20/2018 9:17 AM	Leonardo Montero	
		Changed **Case Owner** from Leonardo Montero to **Zachary Adams**.
2/20/2018 9:16 AM	Leonardo Montero	Changed **Case Servicing Dealer** to **MCDAVID NISSAN**.
2/20/2018 9:16 AM	Leonardo Montero	Changed **RHR Started** to **2/20/2018**.
2/20/2018 8:58 AM	Leonardo Montero	Changed **VIN** to **JN8AT2MT9HW**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE**[redacted] **BC VIN: JN8AT2MT9HW**[redacted]
		Created.

Emails Send an Email Emails Help

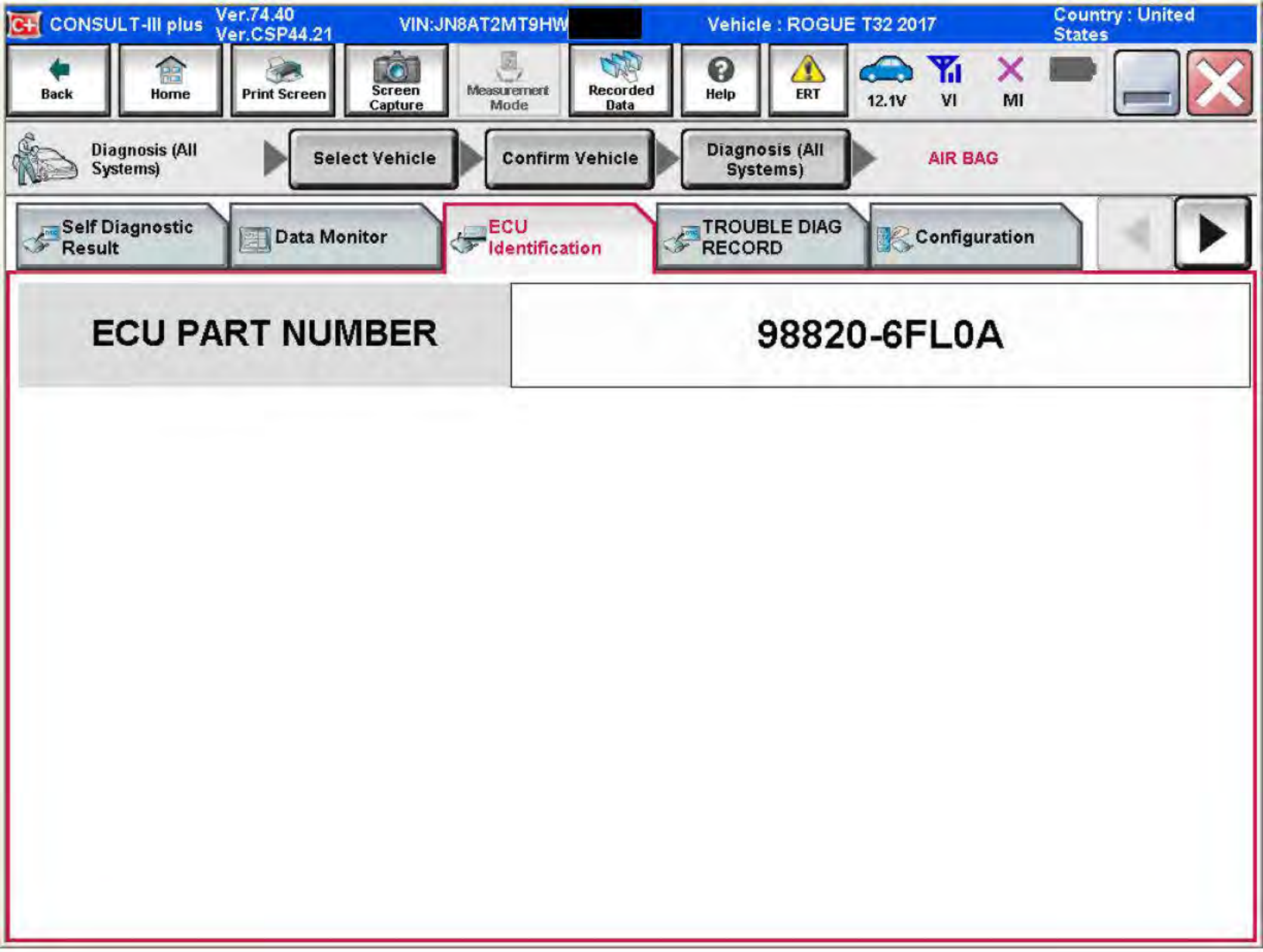
No Emails Available

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Self Diagnosis Result ROGUE T32 /2017- JN8AT2MT9HW[redacted]

SYSTEM	PART NUMBER	DTC	Detailed Information	TIME
AIR BAG	98820-6FL0A	No DTC		

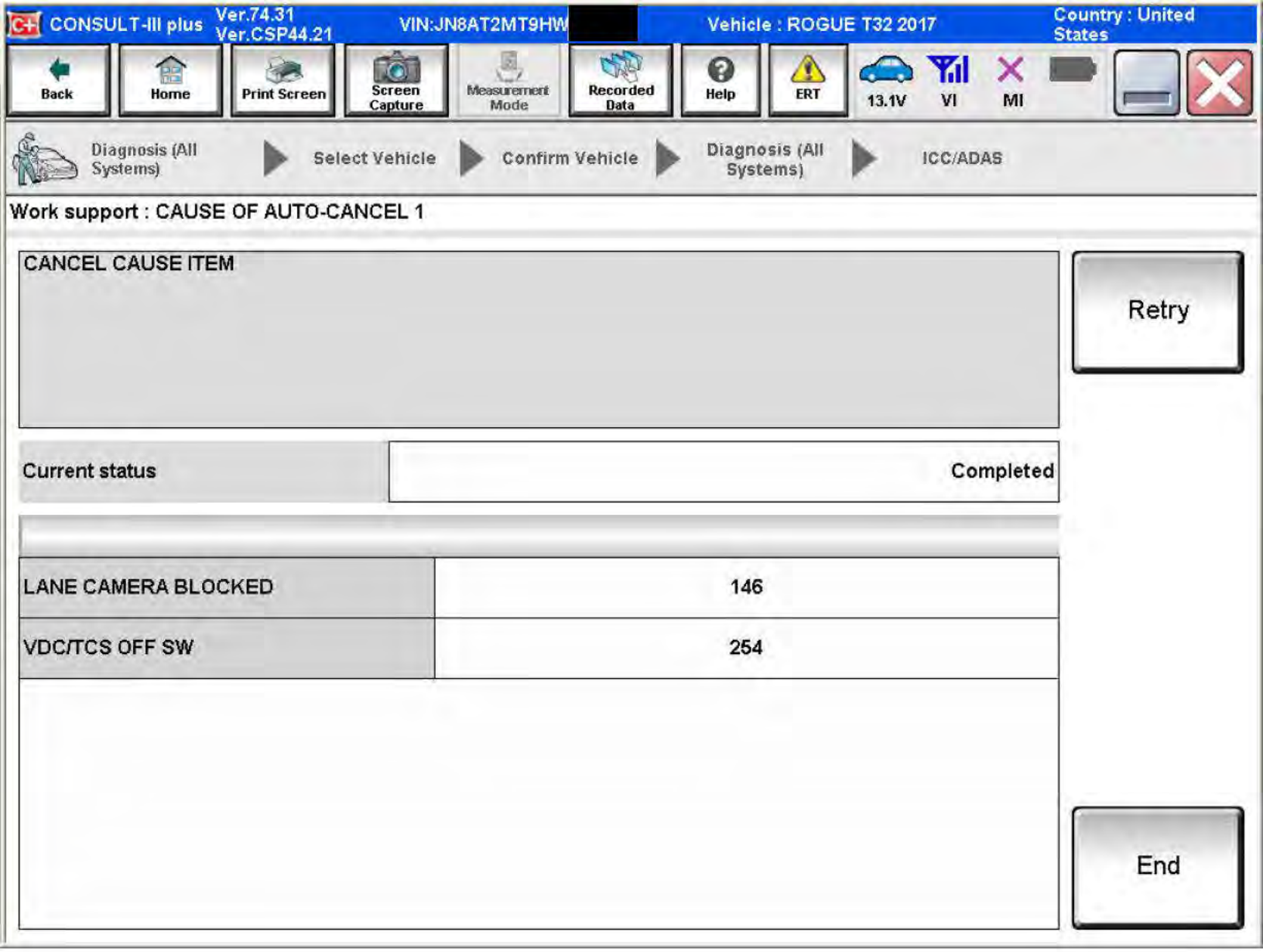

CONSULT-III plus
Ver.74.40
Ver.CSP44.21
VIN:JN8AT2MT9HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
AIR BAG
Self Diagnostic Result
Data Monitor
ECU Identification
TROUBLE DIAG RECORD
Configuration
ECU PART NUMBER
98820-6FL0A

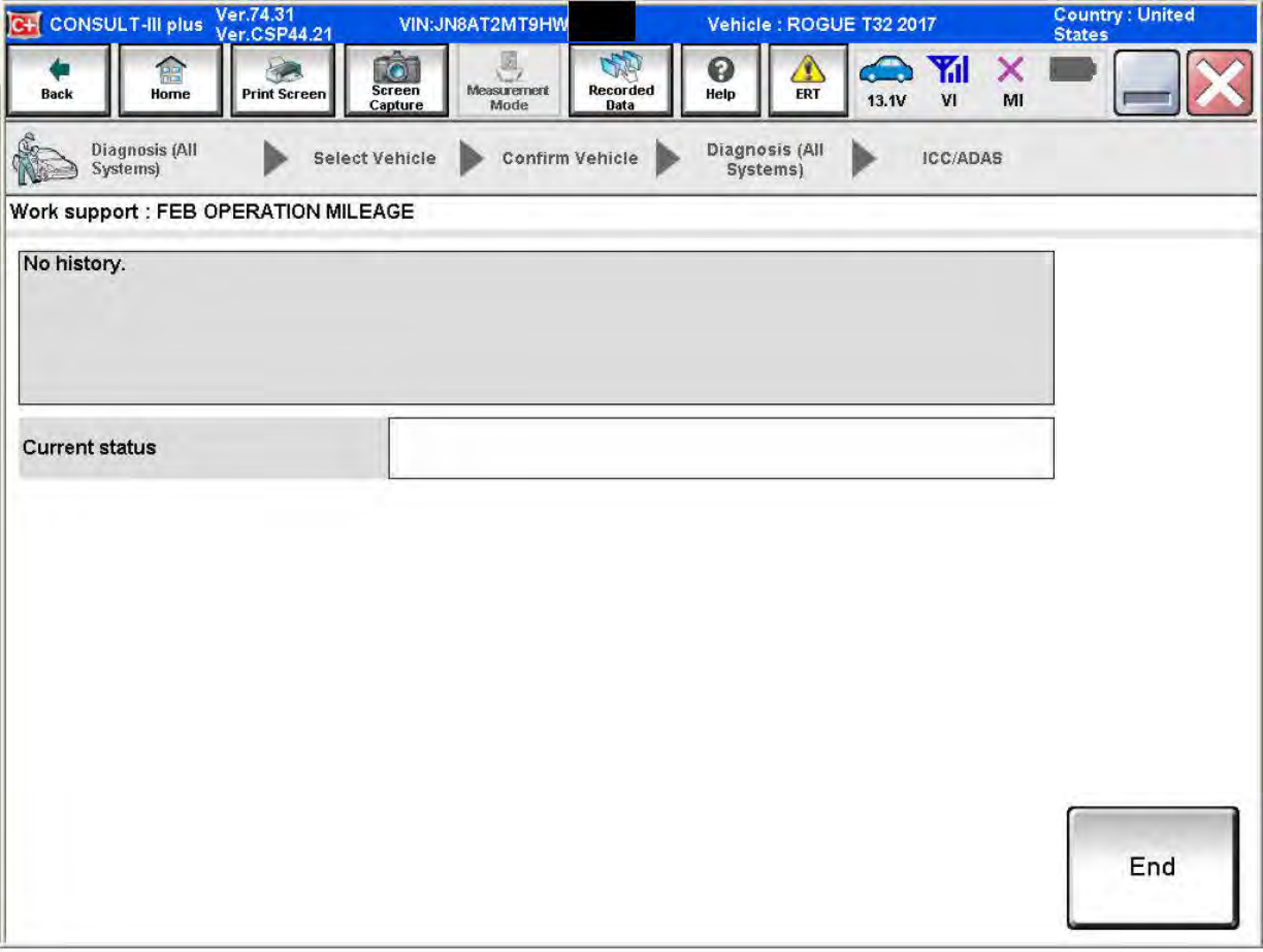
Self Diagnosis Result History ROGUE T32 /2017- JN8AT2MT9HW[redacted]

SYSTEM	PART NUMBER	DTC	Detailed Information	TIME
AIR BAG	98820-6FL0A	No DTC		

All Self Diagnosis Results ROGUE T32 /2017- JN8AT2MT9HW[redacted]

SYSTEM	PART NUMBER	DTC	Detailed Information	TIME
LASER/RADAR	284385FA1A	C1A16-97	RADAR STAIN [CMP/SYS OPR OBST OR BLKD]	PAST
ENGINE	23710-7FP2D	No DTC		
ABS	47660-6FP8A	No DTC		
METER/M&A	24810-7FR0A	No DTC		
BCM	284B24BA6A	No DTC		
AIR BAG	98820-6FL0A	No DTC		
ICC/ADAS	284E7-6FL1B	No DTC		
TRANSMISSION	31036-5HK0B	No DTC		
EPS/DAST 3	28504-6FL5A	No DTC		
IPDM E/R	284B7-5NA0B	No DTC		
AIR PRESSURE MONITOR	284B24BAA0	No DTC		
AUTO DRIVE POS.	28565-6FL0B	No DTC		
LANE CAMERA	284G36FL0B	No DTC		
CAN GATEWAY	284D24BA0A	No DTC		
AUTO BACK DOOR	284G4-4BA3A	No DTC		
SIDE RADAR LEFT	284K1-6FL0A	No DTC		
SIDE RADAR RIGHT	284K0-6FL0A	No DTC		
TELEMATICS	28275-5AA2B	No DTC		
AVM	284A1-6FL1A	No DTC		
CHASSIS CONTROL	476A06FL0A	No DTC		
ICC/ADAS 2	284P16FL1C	No DTC		
3ch CAN GATEWAY	284T26FL0B	No DTC		


CONSULT-III plus Ver.74.31 Ver.CSP44.21
VIN:JN8AT2MT9HW[redacted]
Vehicle : ROGUE T32 2017
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 : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
LANE CAMERA BLOCKED
146
VDC/TCS OFF SW
254
End


CONSULT-III plus Ver.74.31 Ver.CSP44.21
VIN:JN8AT2MT9HW[redacted]
Vehicle : ROGUE T32 2017
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

LASER/RADAR

Detected DTC	C1A16-97	RADAR STAIN [CMP/SYS OPR OBST OR BLKD]

FFD(Freeze Frame Data)

MONITOR ITEM	VALUE	UNIT
ODO/TRIP METER	13329	mile




MFD BY NISSAN MOTOR CO.,LTD.
DATE 2/17
GVWR/PNBV 4489 LBS.
GAWR/PNBE FR. 2293 LBS.
WITH 225/55R19 TIRES,
19×7J RIMS.AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR. 2264 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.
VIN: JN8AT2MT9HW
TYPE: MPV
COLOR TRIM TRANS
RBY Z RE0F10D
AXLE ENGINE
GS53 QR25(DE) 2488CC
JN8AT2MT9HW


1:06 PM
74°F
Fuel Economy
Average 22.8 mpg
0 20 40 60
OK – Reset
P
64
13378 miles
MPH
20 40 60 80 100 120 140
km/h
220
0 1/2 1


1:06 PM
74°F
Safety Shield
OK = Settings
P
MPH
20
40
60
80
100
120
140


1:06 PM
74 °F
Safety Shield
OK = Settings
60
MPH
100
60
20
0


NISSAN














NISSAN
ROGUE
SL
Robbins






STOP
SL








NISSAN
















NISSAN








ROGUE


































STOP







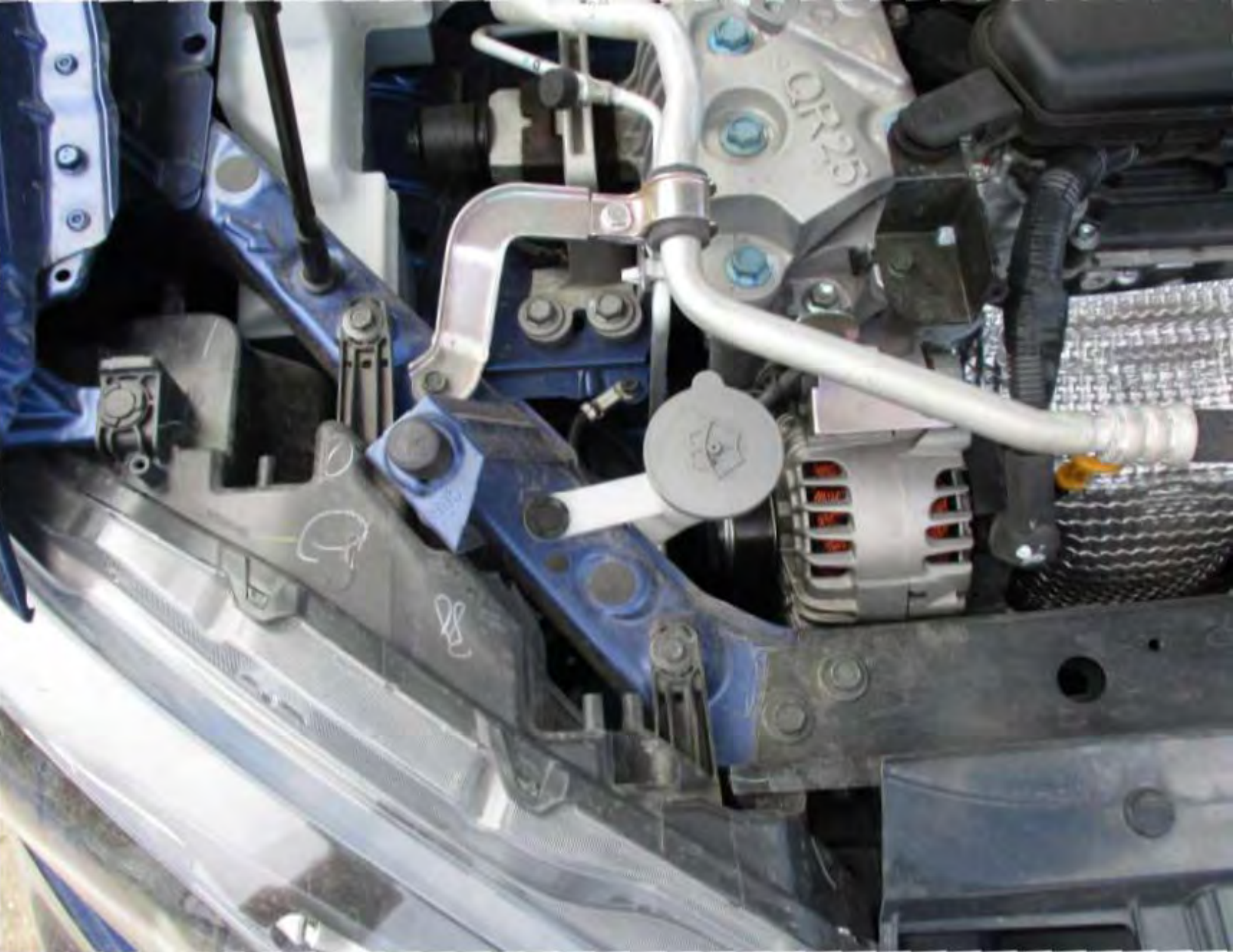

NISSAN


Pb








QR25

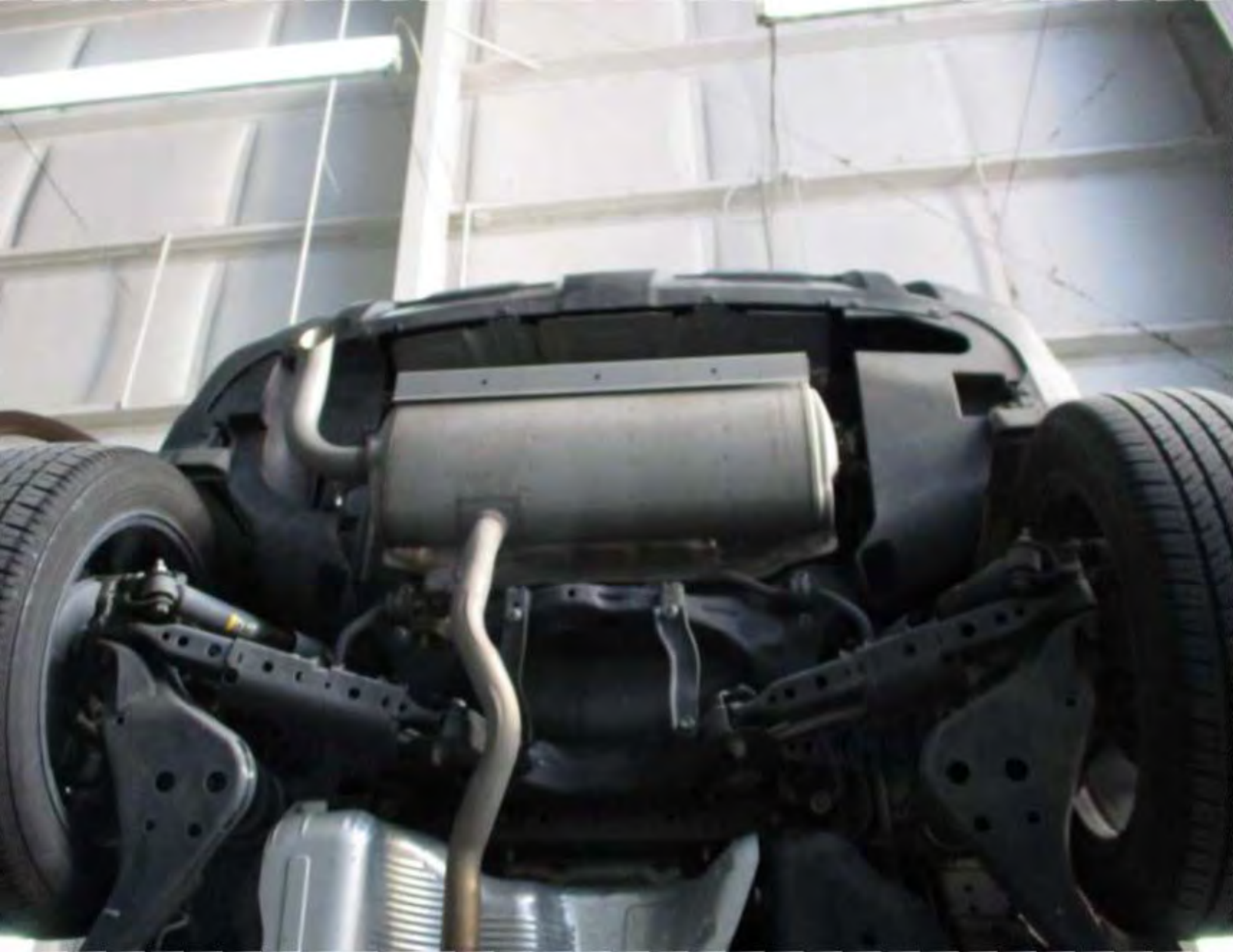




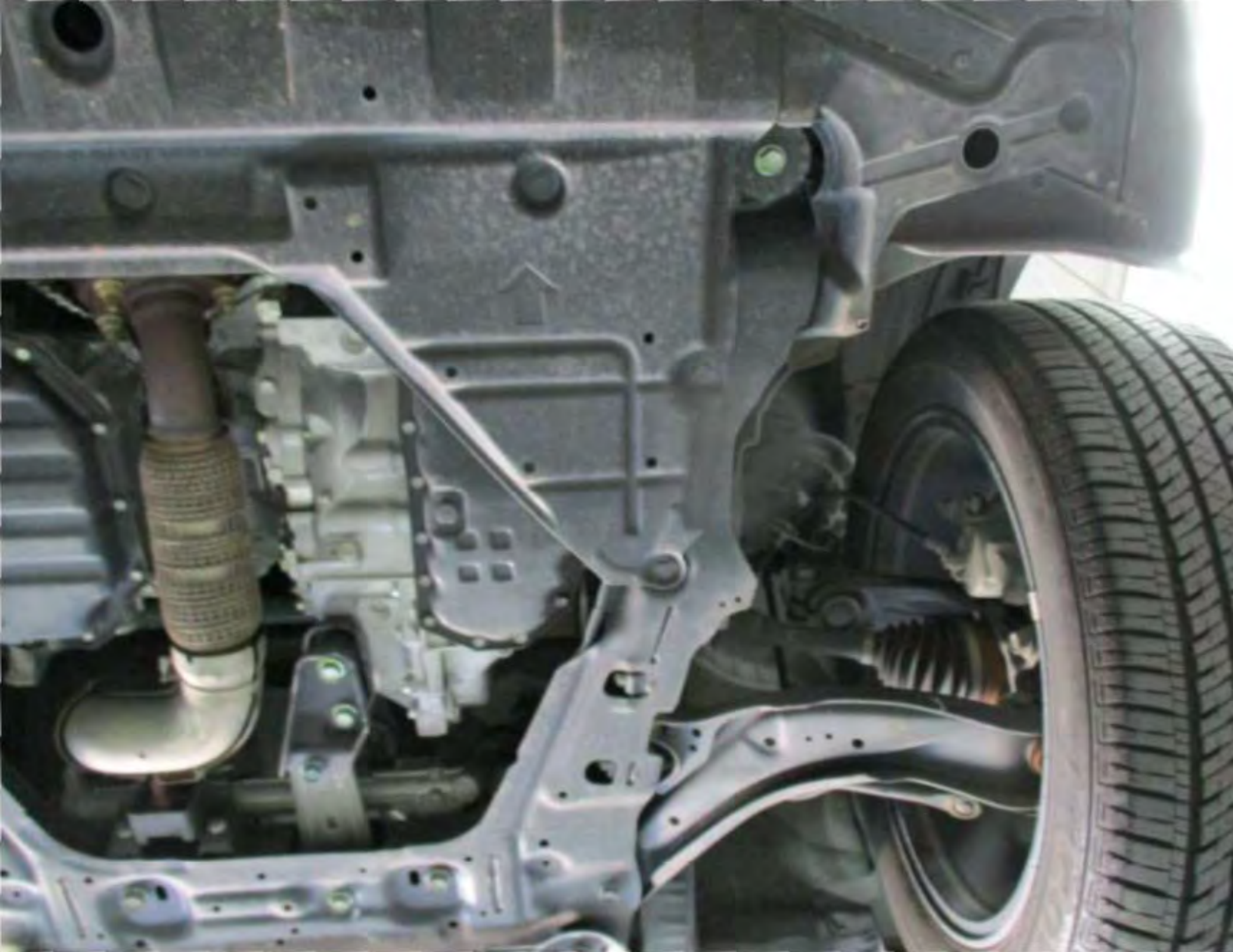



















ROTARY



















Search... Search Samaritan Potter Help & Training

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

Vehicle
JN8AT2MT9HW[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [2] | Service History [19] | Vehicle Service Contracts [1] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	JN8AT2MT9HW[redacted]		
Last Modified By	NNAETL, 3/19/2018 9:03 PM	Branded Title	
Created By	NNAETL, 3/25/2017 11:03 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	13,257	MSRP	$34,835
Latest Recorded Mileage Units	M		
In Service Date	5/13/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	3/1/2017
Model Year	2017	Plant Name	KYUSHYU (NML)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22517	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	CASPIAN BLUE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93B94C03K03L92P01U35X03Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), B94 (ROOF RAIL CROSS BARS), C03 (50 STATE EMISSIONS), K03 (PLATINUM PACKAGE), L92 (FLOOR MATS (2-PIECE FRONT AND), P01 (SL PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), X03 (PLATINUM RESERVE INTERIOR), 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	Brande
1	BASIC COVERAGE	5/13/2020	36,000				
2	POWERTRAIN COVERAGE	5/13/2022	60,000				
3	SEAT BELT	5/13/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	5/13/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	5/13/2025	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]	ROBBINS NISSAN	Retail Sale	ROGUE	5/13/2017	

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]	2/20/2018 8:58 AM		13,257	Open	0	Dakota McGregor
[ ] | Edit | Cls	[redacted]	TECH LINE		2/15/2018 10:41 AM	2/15/2018 11:07 AM	13,198	Pending Dealer Reply	0	John Irion

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 #
	SRH-[redacted]	LANE KEEP SENSOR CAMERA ASSY	FW	2/13/2018	12,863	[redacted]	3531	[redacted]	A
	SRH-[redacted]		PD	4/27/2017	3	NP ROBBINS NISSAN	2802	[redacted]	48
	SRH-[redacted]			3/23/2017	1	NP NP	012B	[redacted]	
	SRH-[redacted]		W	2/13/2018	12,923	[redacted]	3531	[redacted]	
	SRH-[redacted]		W	2/13/2018	12,923	[redacted]	3531	[redacted]	
	SRH-[redacted]		I	2/13/2018	12,923	[redacted]	3531	[redacted]	
	SRH-[redacted]		W	2/13/2018	12,923	[redacted]	3531	[redacted]	
	SRH-[redacted]		C	9/22/2017	7,240	[redacted]	2802	[redacted]	
	SRH-[redacted]		C	9/22/2017	7,240	[redacted]	2802	[redacted]	
	SRH-[redacted]		C	9/22/2017	7,240	[redacted]	2802	[redacted]	
	SRH-[redacted]		W	4/27/2017	3		2802	[redacted]	
	SRH-[redacted]		I	4/27/2017	3		2802	[redacted]	
	SRH-[redacted]		I	4/27/2017	3		2802	[redacted]	
	SRH-[redacted]		I	4/27/2017	3		2802	[redacted]	
	SRH-[redacted]		I	4/23/2017	4		2802	[redacted]	
	SRH-[redacted]		I	3/16/2018	13,257	[redacted]	3531	[redacted]	
	SRH-[redacted]		I	3/16/2018	13,257	[redacted]	3531	[redacted]	
	SRH-[redacted]		W	3/16/2018	13,257	[redacted]	3531	[redacted]	
	SRH-[redacted]		W	3/16/2018	13,257	[redacted]	3531	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

Action	Policy #	Contract Type	Cancel Effective Date	VSC First Name	VSC Last Name	Current Owner	Deductible	Effective Date	Expire Date	Expire Mileage
	[redacted]	Sec+Plus Gold Pref		[redacted]	[redacted]		100	5/13/2017	5/13/2020	40,000

Vehicle History

Vehicle History Help

Date	User	Action
3/25/2017 11:03 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	3/8/2018	[redacted]	[redacted]	[redacted]	CR	3/15/2018 10:00 AM	3/18/2018 9:25 PM

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CUSTOMER #: [redacted]

[redacted]

PASADENA, TX [redacted]

HOME: [redacted] CONT: [redacted]

BUS: CELL:

[redacted]

INVOICE

PAGE 1

McDavid NISSAN
11911 Gulf Freeway · Houston, TX 77034
Phone (713) 943-4879
Fax (713) 948-3015

SERVICE HOURS
MONDAY - FRIDAY 7:00 AM - 7:00 PM
SATURDAY 8:00 AM - 5:00 PM

SERVICE ADVISOR: 750469 Hommeros Rigas

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	17	NISSAN ROGUE	JN8AT2MT9HW[redacted]		12863/12923	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JAN18 DD			17:00 02FEB18			CASH	13FEB18

R.O. OPENED	READY	OPTIONS: DLR:0 ENG:2.5_Liter
13:31 31JAN18	15:56 13FEB18	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S FRONT CRASH SENSOR APPEARS TO BE ACTING UP. CRASH SENSOR LIGHT STAYS ILLUMINATED. VEHICLE HAS RANDOMLY STOPPED WHILE CUSTOMER IS DRIVING ON A CLEAR ROAD. PLEASE CHECK AND ADVISE.
CAUSE: u1500 cam can cir2, c1a16-97 radar stan, c1b55-97 radar blockage, they are all past code.
RD32AA RPL TIME CONTROL UNIT
750095 W (N/C)
FC: ZE32
PART#: 285E76FL1B
COUNT: 0
CLAIM TYPE: PP
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
visually checked adas control unit 2, lane camera, and left side radar- ok. cleaned adas control unit 2 and connector, cleaned lane camera/sensor and connector, cleaned left side radar and connector. test drove vehicle. icc/ada system works normal and trouble codes are gone.

****

B MANUFACTURER RECOMMENDED SERVICE MULTIPOINT INSP
DI1 MANUFACTURER RECOMMENDED SERVICE MULTIPOINT ®
INSP
750095 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
done

****

C 2 DAY RENTAL PER STEVE PIXLEY
CAUSE: Maintenance Concern
MA001 BASIC COVERAGE RENTAL COVERAGE
999 W (N/C)
SUBL 2 DAY RENTAL COVERED COVERED UNDER BASIC WARRANTY
VIN:1N4AL3AP0HC[redacted] NIS-16816 MILEAGE OUT 1778 MILEAGE IN 1818

NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE s. 70.001
The undersigned,being the person who has paid for repairs to the vehicle describedin this Repair Invoice, understandsthat if the Dealershiprelinquishespossessionof the vehicle in return for payment via a check, money order or credit card transactionthat is stopped or dishonereddue to insufficientfunds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealershipis entitled to possessionof the vehicle in accordance with S. 9.609 of the Texas Business& Commerce Code until the amount due is paid.

Customer X _____ Date _____

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE REVERSESIDE OF THIS REPAIR INVOICE FOR THE DEALERSHIP'S LIMITED WARRANTY.
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

SHOP SUPPLY COSTS
This is a list of some shop supply items used in our shop labor production: HAZARDOUS WASTE REMOVAL, BENCH LUBRICANTS SPECIAL ADHESIVE COMPOUND, ABRASIVE STONES, LUBRICANT PASTE, BEARING GREASE, PENETRATING SOLVENTS, MINOR HARDWARE, CHASSIS GREASE, SEALER COMPOUNDS, SANDPAPER, CAULKING, RAGS, PROTECTIVE MATERIALS, CLEANING SOLVENT ETC...

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
ADJUSTMENT	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

REMIT TO: 445 Atlanta South Pkwy, Suite 135 College Park, GA 30349

DealerCAP ©2006 ADP (11/09) SERVICE INVOICE TYPE 2 - SI2C - "LIMITED WARRANTY" - TEXAS, 9999013

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

McDavid NISSAN
11911 Gulf Freeway · Houston, TX 77034
Phone (713) 943-4879
Fax (713) 948-3015

SERVICE HOURS
MONDAY - FRIDAY 7:00 AM - 7:00 PM
SATURDAY 8:00 AM - 5:00 PM

PASADENA, TX [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 750469 Hommeros Rigas

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	17	NISSAN ROGUE	JN8AT2MT9HW[redacted]		12863/12923	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JAN18 DD			17:00 02FEB18			CASH	13FEB18

R.O. OPENED	READY	OPTIONS: DLR:0 ENG:2.5_Liter
13:31 31JAN18	15:56 13FEB18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	PO# [redacted]						
			W				(N/C)

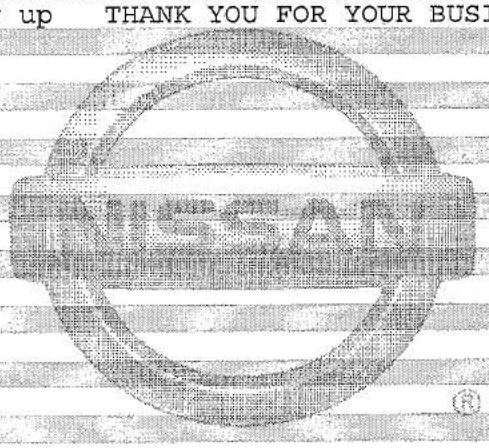
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

EST: 140.00 31JAN18 13:31 SA: 750469

homer 2.1.18 done. picking up tomorrow

THANK YOU FOR YOUR BUSINESS!



NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE s. 70.001
The undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership relinquishes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with S. 9.609 of the Texas Business & Commerce Code until the amount due is paid.

Customer X _____ Date _____

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE REVERSE SIDE OF THIS REPAIR INVOICE FOR THE DEALERSHIP'S LIMITED WARRANTY.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

SHOP SUPPLY COSTS
This is a list of some shop supply items used in our shop labor production: HAZARDOUS WASTE REMOVAL, BENCH LUBRICANTS SPECIAL ADHESIVE COMPOUND, ABRASIVE STONES, LUBRICANT PASTE, BEARING GREASE, PENETRATING SOLVENTS, MINOR HARDWARE, CHASSIS GREASE, SEALER COMPOUNDS, SANDPAPER, CAULKING, RAGS, PROTECTIVE MATERIALS, CLEANING SOLVENT ETC...

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
ADJUSTMENT	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

REMIT TO: 445 Atlanta South Pkwy, Suite 135 College Park, GA 30349

DealerCAP ©2006 ADP (11/09) SERVICE INVOICE TYPE 2 - SI2C - "LIMITED WARRANTY" - TEXAS - 9998013

CUSTOMER COPY

Repair Order Detail - Customer Copy

RO Number: [redacted] RO Status: READY TO POST

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: JN8AT2MT9HW[redacted] 2017 ROGUE

Mileage: 13,198 Payment type: CASH Waiter: No
Service advisor: 750469 Promised time: 05:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 02/19/2018

~~~~~~

A FRONT CRASH SENSOR LIGHT FLASHES. VEHICLE CAME TO A RANDOM STOP, JUST ONCE. EXACT SAME SYMPTOMS AS PREVIOUS VISIT (REFER TO RO [redacted] PLEASE CHECK AND ADVISE

NODRDX	W	NO DEFECT FOUND	N/C
Tech(s):	750095		
SUBL	W	5 day rental coverage. VIN : 1N4AL3APXHC[redacted] NIS-16863 MILEAGE OUT 3760 MILEAGE IN 3817	N/C

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Story: 13257 no trouble code found. test drove vehicle for a distance of 58 miles and plus. unable to duplicate problem. tech contacted nissan and reported customer complain. n/c customer is advised

~~~~~~

B 5 DAY Rental Vehicle Charge

DP11	ISP	5 day rental	N/C
Tech(s):	999		

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Story: 13257 5 day rental coverage

~~~~~~

C MANUFACTURER RECOMMENDED SERVICE MULTIPOINT INSP

DI1	ISP	MANUFACTURER RECOMMENDED SERVICE MULTIPOINT INSP	N/C
Tech(s):	999		

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

Story: 13257 done

~~~~~~

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

CUSTOMER #: [redacted]

[redacted]

PASADENA, TX [redacted]

[redacted]

HOME: [redacted] CONT: [redacted]

BUS: CELL:

WORKORDER
REPRINT
PAGE 1

McDavid
NISSAN
11911 Gulf Freeway · Houston, TX 77034
Phone (713) 943-4879
Fax (713) 948-3015

SERVICE HOURS
MONDAY - FRIDAY 7:00 AM - 7:00 PM
SATURDAY 8:00 AM - 5:00 PM

SERVICE ADVISOR: 750469 Rigas,Hommeros

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	17	NISSAN ROGUE	JN8AT2MT9HW[redacted]		13353/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JAN18 DD			17:00 14MAR18			CASH	

R.O. OPENED	READY	OPTIONS: DLR:0 ENG:2.5_Liter
28FEB2018 17:03		

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE OP CODE	TECH...	TYPE	DESCRIPTION
[redacted]		12923	13FEB18			
			RD32AA	750095	W	RPL TIME CONTROL UNIT
			DI1	750095	ISP	MANUFACTURER RECOMMENDED SERVICE MULT
			MA001	999	W	BASIC COVERAGE RENTAL COVERAGE
			9999		W	2 DAY RENTAL COVERED COVERED UNDER BA

LINE #	OP CODE	A	FRH	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
						NO WARNING SOUNDS HEARD WHEN APPROACHING VEHICLES FROM ANY SIDE OF CAR. ONGOING PROBLEM WITH FRONT CRASH SENSOR LIGHT. VEHICLE CAME TO A STOP WHILE DRIVING WHEN THE LIGHT FOR CRASH SENSOR CAME ON. REFER TO RO#[redacted]
						CC:
	MA001		0.00		W	Maintenance Concern

NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE s. 70.001
I, the undersigned, am the person (or the authorized agent of the person) who is obligated to pay for repairs to the vehicle described in this Repair Order. I understand that the Dealership may retain possession of the vehicle until the amount due for the repairs is paid. I further understand that if the Dealership relinquishes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with S. 9.609 of the Texas Business & Commerce Code until the amount due is paid.

Customer X _____ Date _____

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance.

CHARGES FOR DIAGNOSTIC/PARTIALLY COMPLETED WORK: If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component and do not authorize completion, of a repair or service, I will pay any charge imposed for disassembly, reassembly or partially completed work. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE REVERSE SIDE OF THIS REPAIR ORDER FOR THE DEALERSHIP'S LIMITED WARRANTY.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the supplier or transporter, nor is it responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond its control.

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.

Customer X _____ Date _____

DealerCAP ©2006 ADP (10/10) SERVICE WORKORDER TYPE 2 - SW2C - "LIMITED WARRANTY" - TEXAS - 9694513

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE FOR THE COST OF REPAIRS OR SERVICES UPON REQUEST, YOU CAN CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE INITIALING BESIDE ONE OF THE FOLLOWING CHOICES.

_____ WRITTEN ESTIMATE (Initials) _____ ORAL ESTIMATE (Initials) _____ NO ESTIMATE (Initials)

Inspected By Date

PRELIMINARY ESTIMATE $ _____

SHOP SUPPLY COSTS: This is a list of some shop supply items used in our shop labor production: HAZARDOUS WASTE REMOVAL, BENCH LUBRICANTS SPECIAL ADHESIVE COMPOUND, ABRASIVE STONES, LUBRICANT PASTE, BEARING GREASE, PENETRATING SOLVENTS, MINOR HARDWARE, CHASSIS GREASE, SEALER COMPOUNDS, SANDPAPER, CAULKING, RAGS, PROTECTIVE MATERIALS, CLEANING SOLVENT ETC...

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

PARTS: All parts installed are new unless otherwise indicated. Upon request, replaced parts will be made available for inspection or returned to you (unless subject to a manufacturer's warranty, core charge, or otherwise specified).

Discard Replaced Parts____(INITIAL) Saved Replaced Parts____(INITIAL)

TECHNICIAN COPY

CUSTOMER #: [redacted]

[redacted]

PASADENA, TX [redacted]

HOME: [redacted] CONT: [redacted]

BUS: CELL:

[redacted]

WORKORDER
REPRINT
PAGE 2

McDavid
NISSAN
11911 Gulf Freeway · Houston, TX 77034
Phone (713) 943-4879
Fax (713) 948-3015

SERVICE HOURS
MONDAY - FRIDAY 7:00 AM - 7:00 PM
SATURDAY 8:00 AM - 5:00 PM

SERVICE ADVISOR: 750469 Rigas,Hommeros

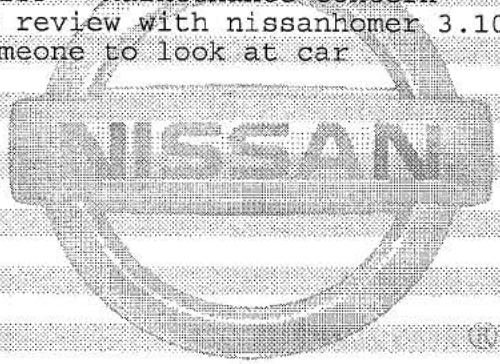
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	17	NISSAN ROGUE	JN8AT2MT9HW[redacted]		13353/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JAN18 DD			17:00 14MAR18			CASH	

R.O. OPENED	READY	OPTIONS: DLR:0 ENG:2.5_Liter
28FEB2018 17:03		

LINE	OP CODE	FRH	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# B					RENTAL OKd BY STEVE P. CONSUMER AFFAIRS IS SENDING SOMEONE OUT TO LOOK AT VEHICLE. SAFETY ISSUE, CUSTOMER DOES NOT FEEL SAFE IN HER VEHICLE. STEVE PIXLEY AWARE OF RENTAL.CAN NOT LET CUSTOMER DRIVE A VEHICLE SHE DOES NOT FEEL SAFE IN. STEVE PIXLEY AWARE OF RENTAL AND WE ARE WAITING ON NISSAN TO COME HERE TO LOOK AT VEHICLE. NO ETA ON TIME. |CC:
	MA001	0.00		ISP	Maintenance Concern

COMMENTS: homer 3.5.18 under review with nissanhomer 3.10.18 still waiting for nissan to send soomeone to look at car



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Inspected By Date

PRELIMINARY ESTIMATE $_____

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	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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Discard Replaced Parts____(INITIAL) Saved Replaced Parts____(INITIAL)

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TECHNICIAN COPY

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: PREASSIGNED

Customer: [redacted]
Phone(s): Contact: ([redacted] Main: [redacted]
Vehicle: 5N1AL0MN2FC [redacted] 2015 QX60 WHITE

Click to View Cust Copy
Cell: [redacted]

Mileage: 29,468
Service advisor: 2123
Tag number: [redacted]

Payment type: CASH
Promised time: 05:00 PM
Promised date: 03/12/2018

Waiter: No
Estimate: 0.00
Customer Comments: No

A	CUSTOMER STATES THERE IS A DELAYED RESPONSE ON ACCEL, ADVISE				
	MISC	W	SERVICE	0.00	0.00
	Tech(s):				
Pts:	0.00	Lbr:	0.00	Other:	0.00 Total Line A: 0.00
B	SERVICE PACKAGE 30,000				
	SP30K	C	SERVICE PACKAGE 30,000	1.60	250.00
	Tech(s):				
Pts:	0.00	Lbr:	250.00	Other:	0.00 Total Line B: 250.00
C	MULTI POINT INSPECTION				
	INSPE	ISP	MULTI POINT INSPECTION	0.00	0.00
	Tech(s):				
	GTIRE	ISP	TREAD INSPECTION 7/32+	0.00	0.00
	Tech(s):				
	GBRAK	ISP	STOPPING SAFELY INSPECTION	0.00	0.00
	Tech(s):				
	GBATT	ISP	CHARGING SYSTEM DIAGNOSIS	0.00	0.00
	Tech(s):				
	RECOMMEND-ATION(S)	ISP	RECOMMENDATION(S):	0.00	0.00
	Tech(s):				
Pts:	0.00	Lbr:	0.00	Other:	0.00 Total Line C: 0.00
D**	Clearlake Infiniti Loaner CLI14				
	CLI14	C	Clearlake Infiniti Loaner CLI14	0.00	0.00
	Tech(s):				
Pts:	0.00	Lbr:	0.00	Other:	0.00 Total Line D: 0.00

Customer Pay	
Labor	250.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	27.50
Deductible	0.00
Total Charges	277.50
Less Insurance/Adjustment	0.00