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

PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2

DOCUMENTS

FIELD REPORTS

[redacted]

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

CDR File Information

User Entered VIN	5N1AT2MT2HC[redacted]
User	GARY TORGERSON
Case Number	[redacted]
EDR Data Imaging Date	03/21/2018
Crash Date	
Filename	5N1AT2MT2HC[redacted]_ACM.CDR PHILLIPS.CDRX
Saved on	Wednesday, March 21 2018 at 09:00:07
Imaged with CDR version	Crash Data Retrieval Tool 17.6
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.6
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r006

DTCs at Time of Retrieval

DTC	Status	Description
B00A0	Past	OCCUPANT DETECTION SENSOR UNIT [UNDEFINED]

Hexadecimal Data

```
DID    Data

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

2002  80 A0 8F 00 00 01 08 00 34 C8 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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2003  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      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

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

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

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

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

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

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

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

201F  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 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 80 A0 8F 08


      59 0F 08
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Disclaimer of Liability

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

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MT2HC[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 Knoxville State TN Zip Code [redacted] Country United States

☐ Driver Same as Claimant

Driver Name [redacted] DOB 5/2/52 Day Phone [redacted]
Address [redacted] Eve. Phone [redacted]
City Knoxville State TN Zip Code [redacted] Country United States

☒ Owner Same as Claimant

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

If represented, claimant's attorney name, address, phone: No attorney noted in file

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 7/19/2017 VIN 5N1AT2MT2HC[redacted]
Mileage 9097 License # [redacted] State TN Country United States

Special equipment & accessories N/A

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

Number	Description	Status	Date
	No open or closed campaigns found	○ Open ○ Closed	

Add Row Remove Row

III. Description of Incident & Claim

Source of Information Salesforce file Incident Date 2/12/2018 Time 11:00am

Location of Incident (describe fully) On the interstate in Knoxville

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MT2HC[redacted]

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

Vision obstruction (describe) None

Temperature at time of incident N/A | Parking location prior to time of incident N/A

Overnight temperature prior to incident N/A | Length of time parked N/A

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) Forward Emergency Brake will apply and VEH will stop without anything in front of it, the FEB warning light comes on periodically

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

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

Special Circumstances N/A

Actions taken after incident and results of those actions Claimant took the vehicle to Oak Ridge Nissan for inspection and than contacted NNA

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

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	FEB system operates with nothing in front of the vehicle	Claimant

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information Salesforce file

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MT2HC[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.)	snow and ice on front bumper at time of inspection
○	◉	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.

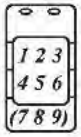
Save Form & Finish Later — Save form with unlocked fields to finish later.

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 [redacted]
VIN 5N1AT2MT2H[redacted]

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



Occupant Name [redacted] DOB [redacted] Height unknown

Address [redacted] Knoxville, TN [redacted] USA Weight unknown

Location Incident Vehicle Seating Position 1 - Driver

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

Nature & Extent of Injuries No injuries reported

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

Add Occupant | Remove Occupant

☐ No Occupants Comments No other occupants reported

V. Other Property Damage

☒ No Other Property Damage

Source of information Salesforce file

VI. Investigation Results

Date of vehicle inspection 3/21/2018

Location of inspection Oak Ridge Nissan Alcoa TN

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

No damage to vehicle

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

Photos taken by Gary Torgerson # Photos 52

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 5N1AT2MT2H [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)	N/A
Air Bags	Non Deployed

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	FEB activates without any obstacle in front of the vehicle	DTS could not duplicate the concern No DTC's related to FEB were found in Self Diagnosis FEB information obtained from Consult 3 is found on the last two pictures in the file.

Add Row | Remove Row

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

Reporter's Signature *Gary Torgerson*

Reporter's Name & Region Gary Torgerson SER

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MT2H [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

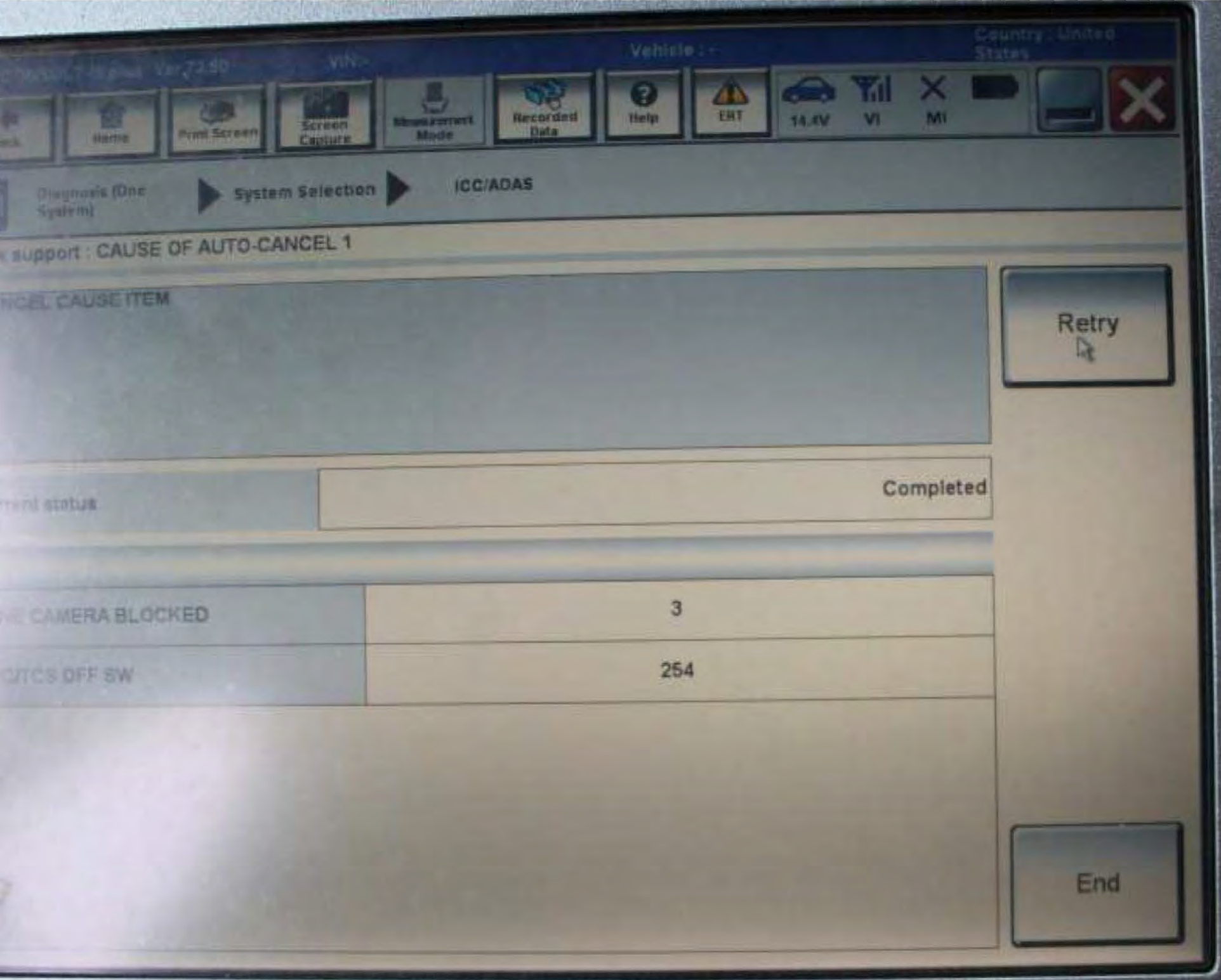
Other (describe)	N/A
Comments	FEB system showed no indications of a failure during the inspection

II. Diagnostic Download and EDR Data

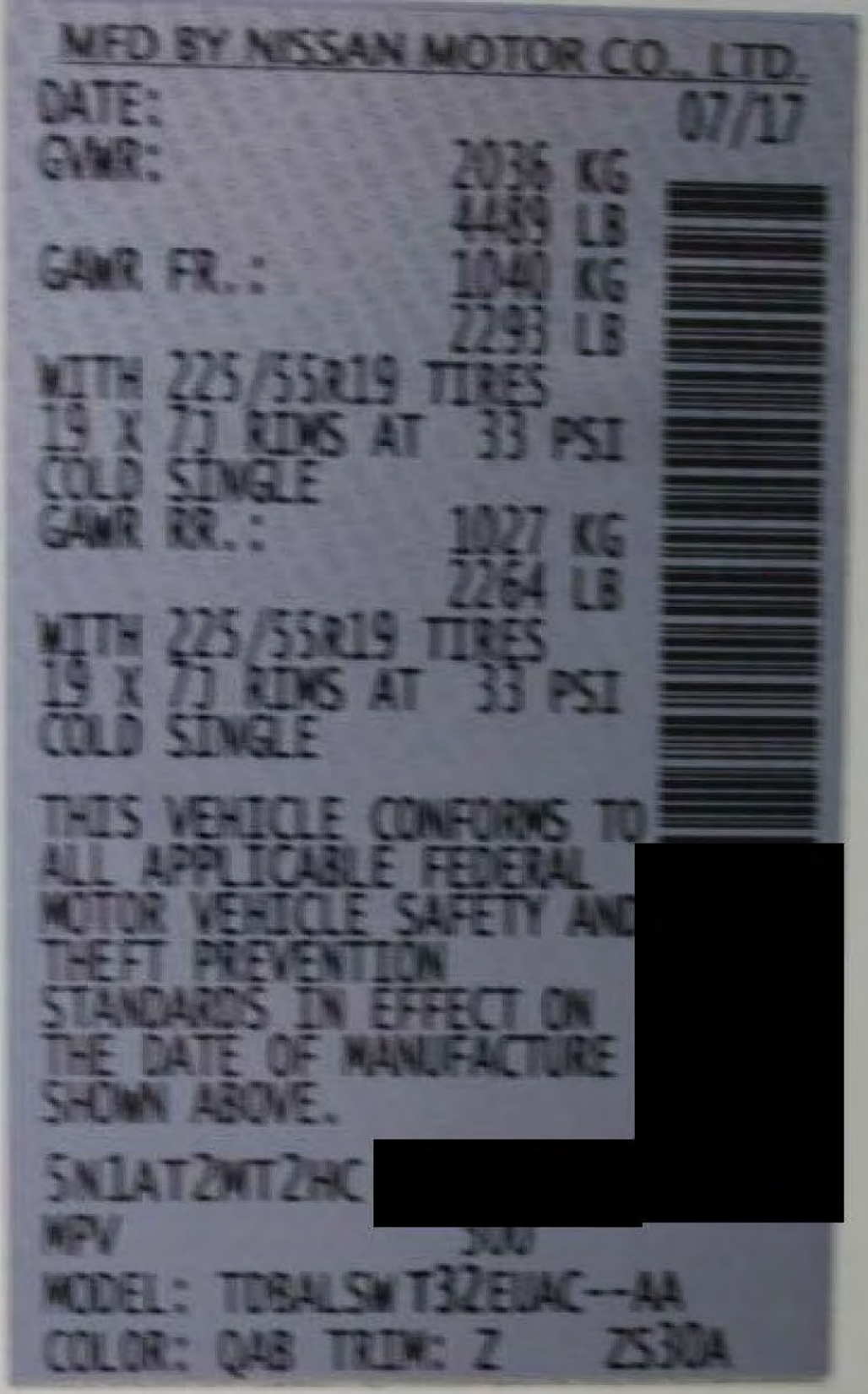
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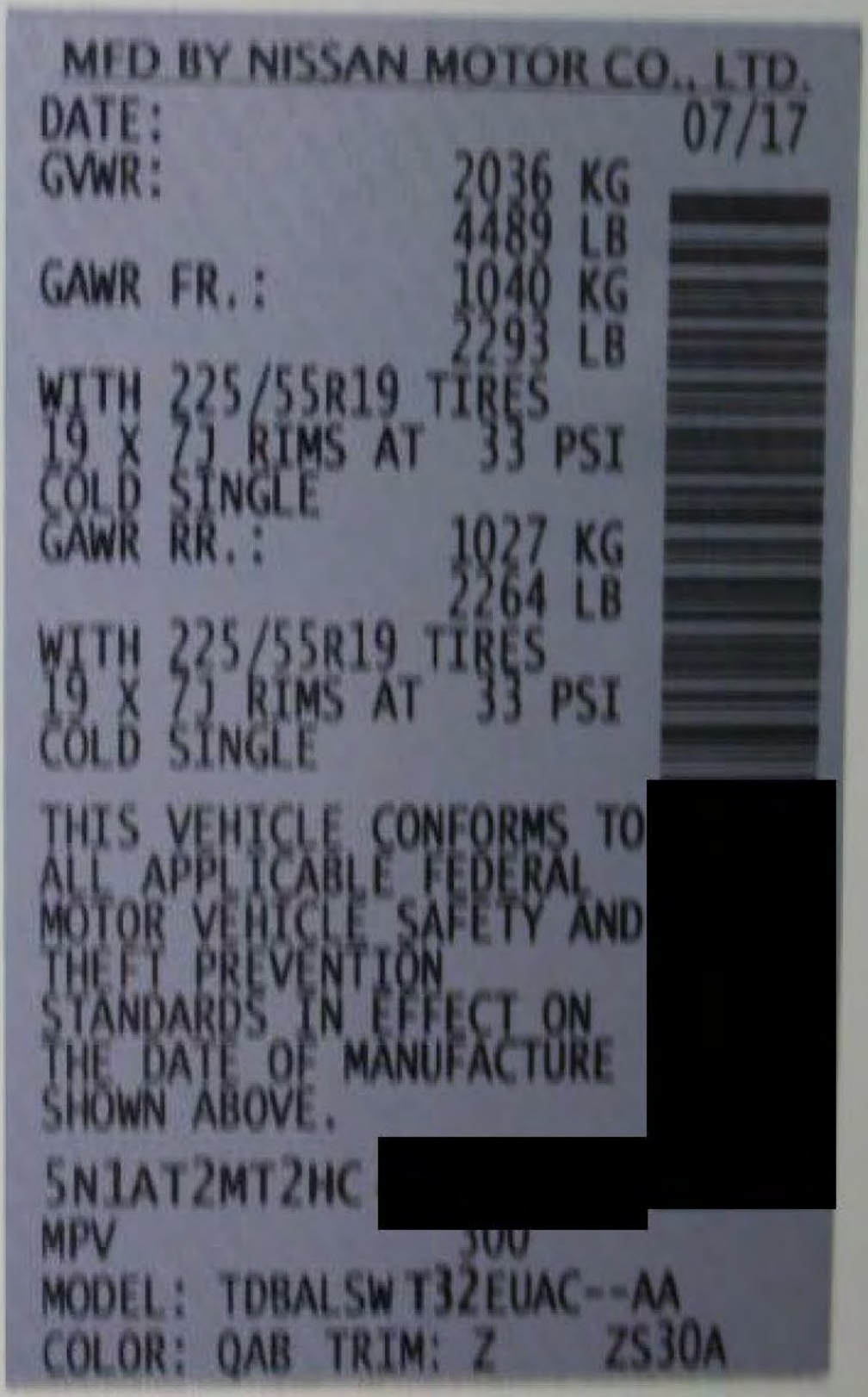
1. Perform full diagnostic download of vehicle
2. If If vehicle was involved in a collision (even without air bag deployment), download EDR data.
3. Submit downloaded data with report.

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


Vehicle : -
Country : United States
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.4V
VI
MI
Diagnosis (One System)
System Selection
ICC/ADAS
support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Completed
CAMERA BLOCKED
3
VDCS OFF SW
254
End


5N1AT2MT2HC


MFD BY NISSAN MOTOR CO., LTD.
DATE: 07/17
GVWR: 2036 KG
4489 LB
GAWR FR.: 1040 KG
2293 LB
WITH 225/55R19 TIRES
19 X 7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR.: 1027 KG
2264 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.
5N1AT2MT2HC
MPV
MODEL: TD8AL5M T32EDAC--AA
COLOR: QAB TRIM: Z ZS30A


MFD BY NISSAN MOTOR CO., LTD.
DATE: 07/17
GVWR: 2036 KG
4489 LB
GAWR FR.: 1040 KG
2293 LB
WITH 225/55R19 TIRES
19 X 7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR.: 1027 KG
2264 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.
5N1AT2MT2HC
MPV
MODEL: TDBALSWT32EUAC--AA
COLOR: QAB TRIM: Z ZS30A


WHAT'S STOPPING YOU?
$8,000
NISSAN


WHAT'S STOPPING YOU?
NISSAN








ROGUE


NISSAN
ROGUE
SL
NISSAN
of Cookeville


NISSAN
ROGUE
SL
NISSAN
of Cookeville


SL


SL




NISSAN










9:53 AM
RPM×1000
MPH
START
STOP
ENGINE
CD
NAV


9:53 AM
34°F
RPM x1000
MPH
START
STOP
ENGINE
P
159
1.1


9:53 AM
34
RPM x1000
MPH
159
1.1
START
STOP
ENGINE
NAV
CAMERA
OFF















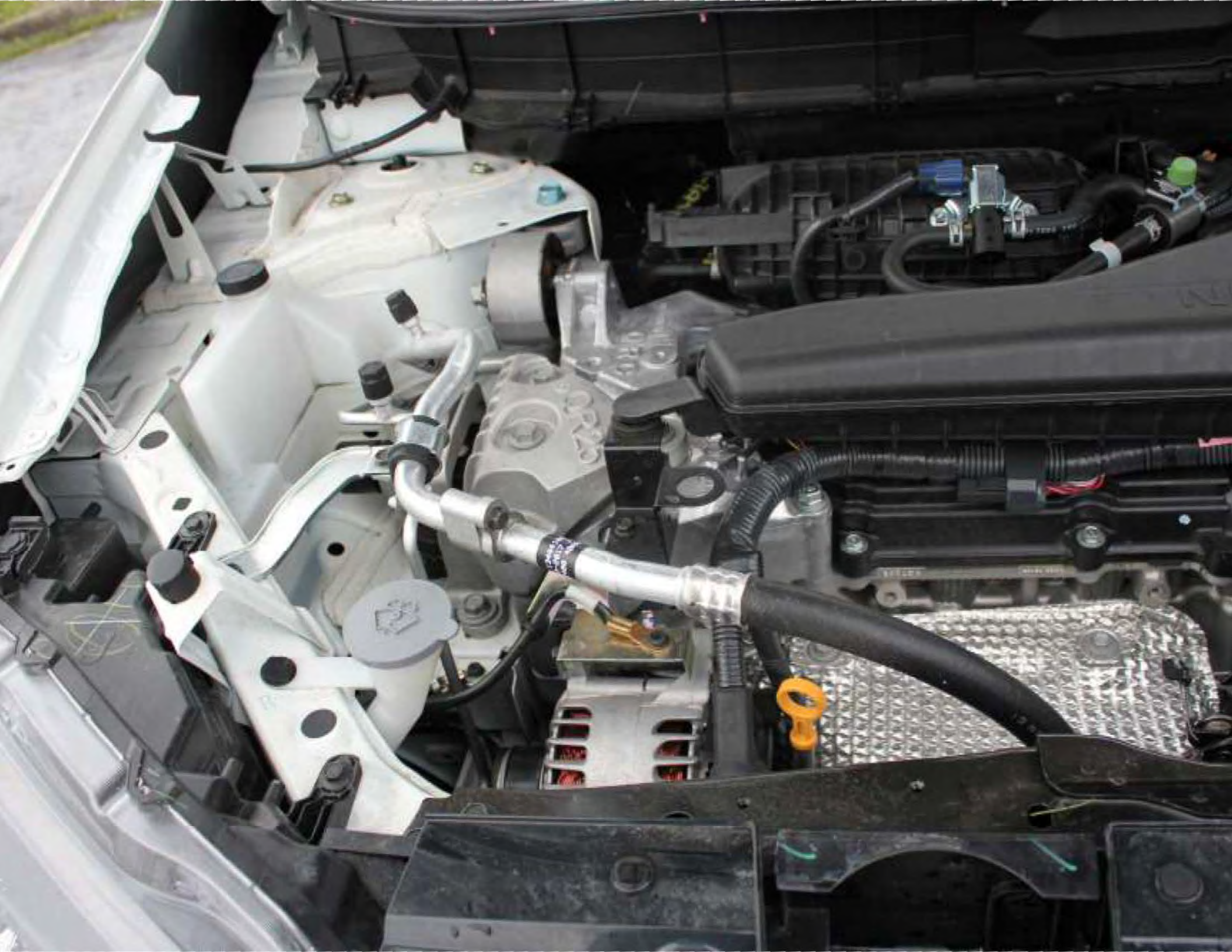













NISSAN














NISSAN

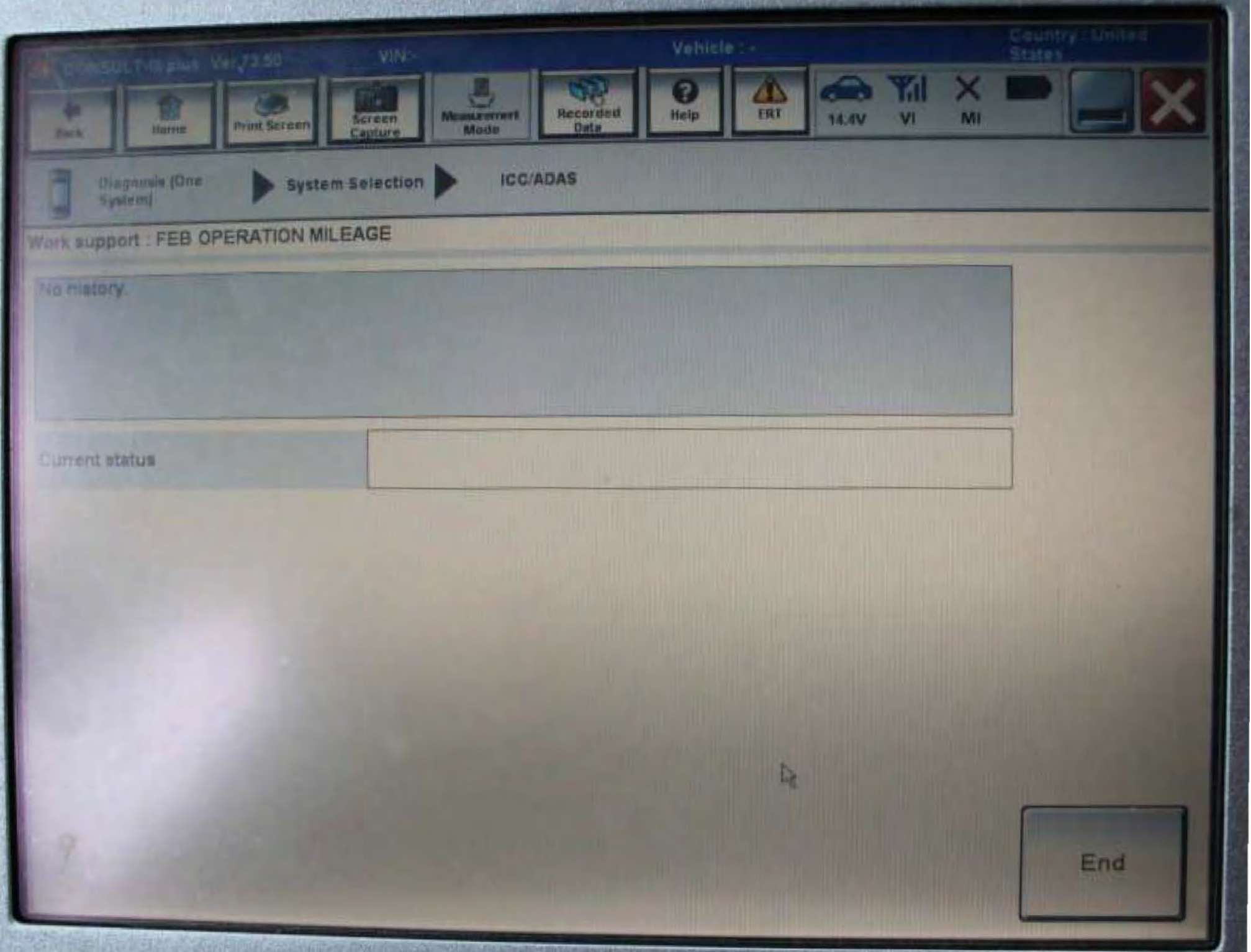

NISSAN

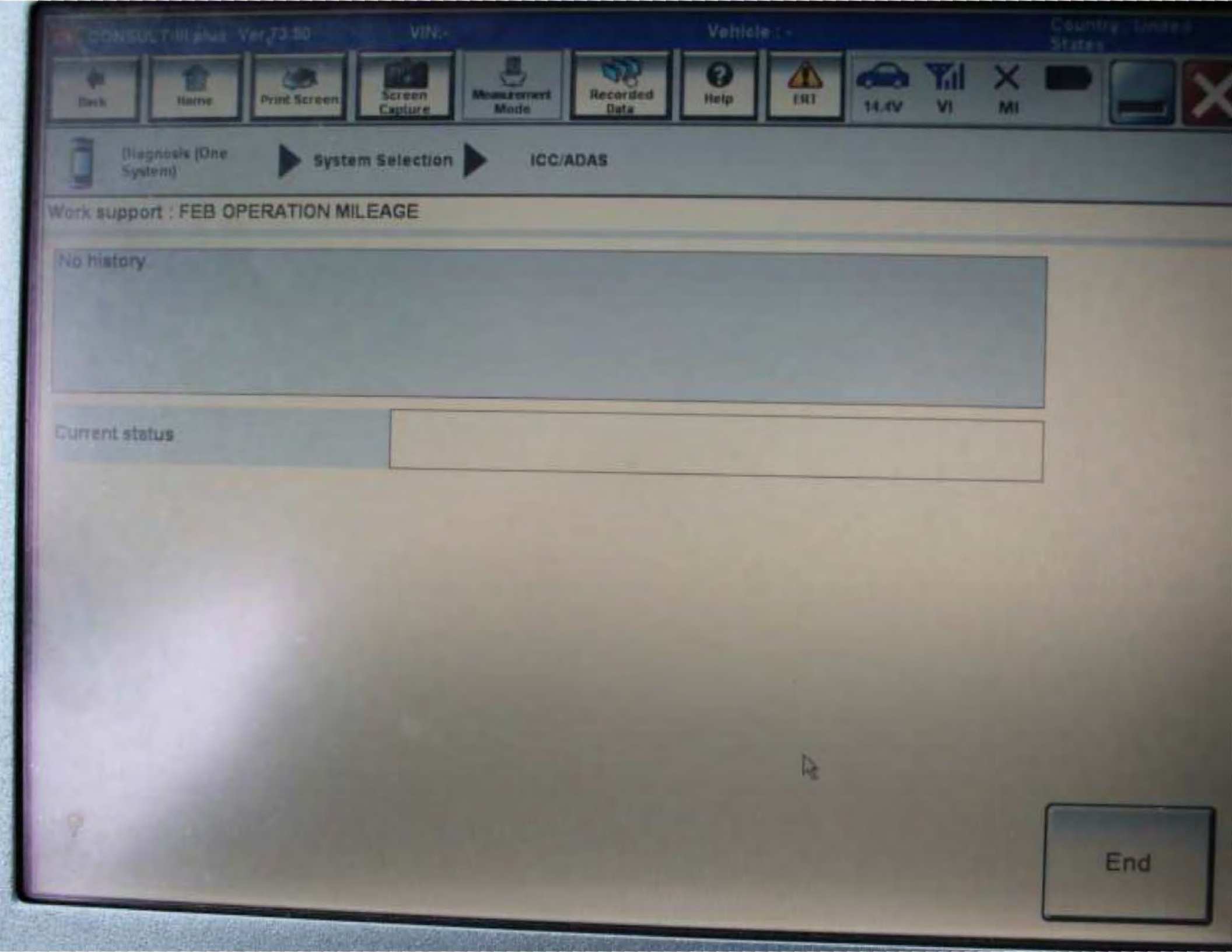


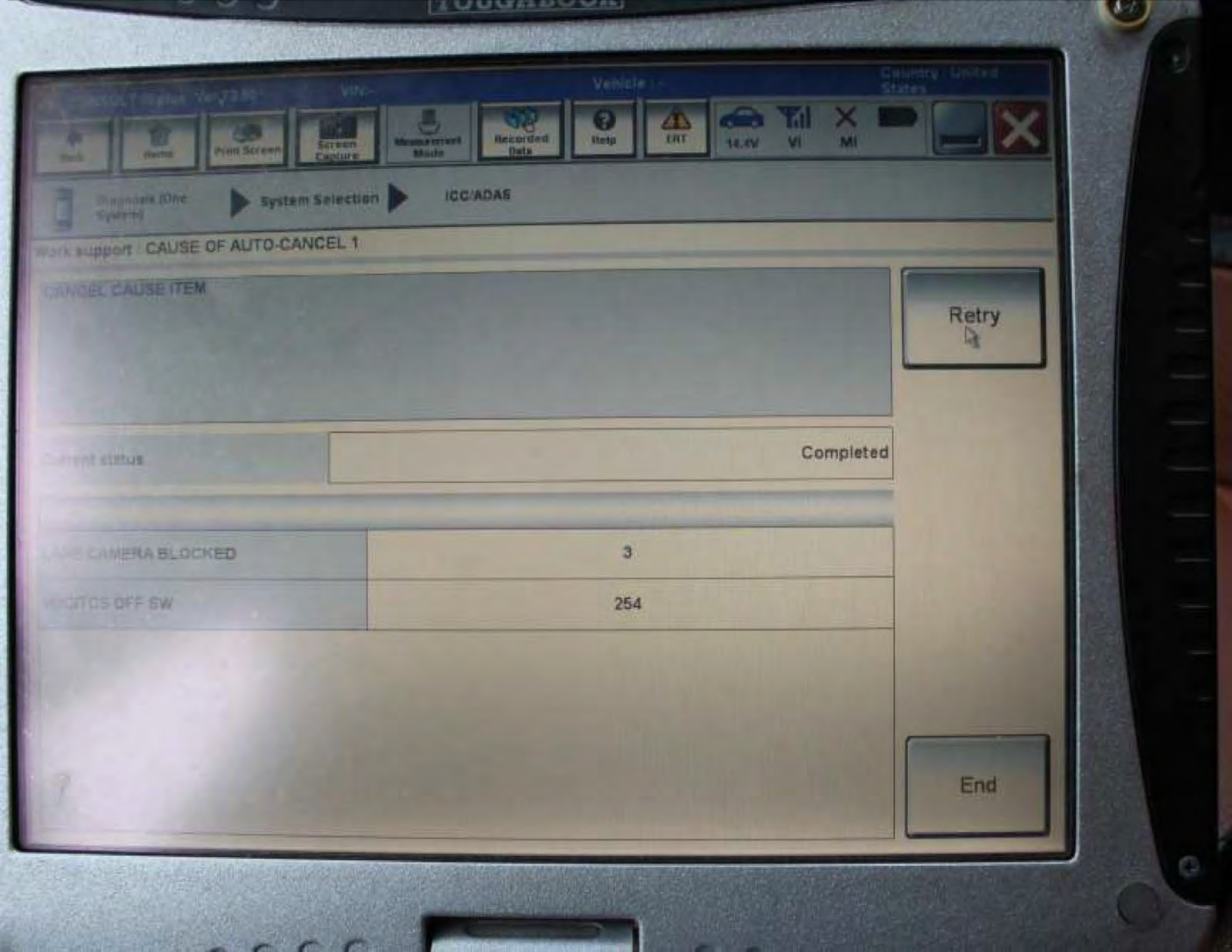







VIN:
Vehicle : -
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.4V
VI
MI
Diagnosis (One System)
System Selection
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End


CONSULT III plus Ver.73.00
VIN:-
Vehicle : -
Country : United States
Back
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Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
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VI
MI
Diagnosis (One System)
System Selection
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history
Current status
End


Vehicle
Country: United States
Print Screen
Screen Capture
Measurement Mode
Recorded Data
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Diagnosis (One System)
System Selection
ICC/ADAS
Work support
CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
CAMERA BLOCKED
3
VDC/TCS OFF SW
254
End



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 [18] | 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 [26] | 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	2/12/2018 7:33 AM
Letter Received Date		Date/Time Closed	
Follow Up Date	4/4/2018	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	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,000		

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	5N1AT2MT2H[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	29517	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	OAK RIDGE NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	13	Dealer Instructions	
Shared With		Requested Dealer Action	

Related Items

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

RHR Started	2/12/2018	Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Primary & Secondary Root Cause Code

What is the issue?		What is the issue? (2)	
What Department?		What Department? (2)	
Where did this originate?		Where did this originate? (2)	
Special Root Cause Closing Code		Special Root Cause Closing Code (2)	

Action Code

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

DTS Request

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MT2HC[redacted]		
Created By	Barbara Adamson, 2/12/2018 7:33 AM	Root Cause Code	
Last Modified By	NNAETL, 3/21/2018 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 Public		**Created By: Alex Kang (3/20/2018 12:46 PM)** ARBS made outbound call to C at[redacted] C stated C wanted to make sure that the appointment is still set for tomorrow. ARBS stated yes. ARBS stated the DLRSHP was notified about the appointment. C stated ok C stated[redacted] alternative number. ARBS thanked C. Call ended mutually.
Make Public		**Created By: Corleen Phillips-Campbell (3/20/2018 12:24 PM)** ***Case Summary*** C is requsteing a call back today
Make Public		**Created By: Corleen Phillips-Campbell (3/20/2018 12:23 PM)** CRR-CP OPENED & VERIFIED Account information including: C's name, home phone number & best contact number CRR- CP VERIFIED VEH Information including: VIN #, Current Mileage CRR- CP CHECKED for open recalls/campaigns and found:0 CRR- CP CHECKED for previous UNRELATED Case(s) and found:0 CRR- CP CHECKED previous RELATED Case(s) and found: 1 CRR- CP NOTED concern is: C requesting a Call Back CRR- CP received inbound call from C C stated that C is waiting on a call back from NNA C stated that C was transfered to Oak Ridge Nissan C stated that the speacialist/mechanic told C that they could not fix C VEH CRR-CP checked C information and found out that C already have a case with same issues case #[redacted] C understood CRR-CP asked C if there was anything else C needed C said no C declined C best call back number[redacted] CRR- CP closing case Call ended mutually
Make Private	✓	**Created By: Steve Jeffrey (3/20/2018 11:38 AM)** CRR-SJ VERIFIED Account Info including: C's name, home & phone# & best contact# CRR-SJ NOTED concern is: Call back C stated C was looking to find out if the technician is still coming to look at the VEH C stated C wanted to speak to ARBS-AK CRR-SJ informed C that ARBS an e-mail requesting a call back CRR-SJ asked if C needed further assistance C declined Best Contact #:[redacted] Call ended mutually
Make Public		**Created By: Alex Kang (3/2/2018 1:45 PM) | Last Modified By: Alex Kang (3/2/2018 1:45 PM)** ARBS made outbound call a[redacted] ARBS left VXM providing case number, best contact information and requesting call back.
Make Public		**Created By: Alex Kang (2/27/2018 3:31 PM)**

ARBS received VXM requesting call back.

Make Public

Created By: Alex Kang (2/27/2018 12:48 PM)
ARBS made outbound call at[redacted]
ARBS left VXM providing case number, best contact information and requesting call back.

Make Public

Created By: Alex Kang (2/27/2018 12:33 PM)
ARBS made outbound call to Oak Ridge Nissan.

ARBS spoke with SM-Ken

SM-Ken stated C is trying to get a lemon law.
SM-Ken stated the vehicle was brought in yesterday and C stated it wouldn't start.
SM-Ken stated DLRSHP tested the battery and it passed.
SM-Ken stated swapped out the battery with the vehicle.
SM-Ken stated DLRSHP did it as a one time good will for the battery.
SM-Ken stated only problem is the FEB.
SM-Ken stated it was a different problem from the FEB.
SM-Ken stated C jumped start the vehicle and drove the vehicle into the DLRSHP.
SM-Ken stated couldn't get the battery warranty because it didn't have any fault in it.
SM-Ken stated it had the cruise control issue, but ICC Distance control unit was replaced before and that was on the January 19th at 6801 miles.

ARBS thanked SM-Ken.

Call ended mutually.

Make Public

Created By: Andrew (Andy) McMaster (2/26/2018 4:22 PM)
////////////////CASE SUMMARY////////////////

C requestig follow up as VEH has new concern

CRR-AM advised that ARBS will contact C by EOD 02/27/18

Best Contact
[redacted]

Make Public

Created By: Andrew (Andy) McMaster (2/26/2018 4:21 PM)
CRR-AM <VERIFIED > Account information including: C's name, home address, phone number & best contact number
CRR-AM VERIFIED VEH Information including: VIN #, Current Mileage,
CRR-AM CHECKED for open recalls/campaigns and found: 0
CRR-AM CHECKED for previous UNRELATED Case(s) and found:0
CRR-AM CHECKED previous RELATED Case(s) and found: 0
CRR-AM NOTED concern is: Requesting follow up

CRR-AM received inbound call from C

C stated VEH was not able to start
C stated when VEH was turned on the indicators showed up on Dashboard
C stated VEH was towed to DLR
C stated DLR replaced battery with new one
C stated DLR diagnosed that the issue is electrical with VEH
C stated C wanted to send ARBS-Alex an update regarding the case for immediate follow up
C stated C believes VEH is a “lemon”

CRR-AM advised that email will be sent to ARBS-Alex regarding new concern
CRR-AM changed the follow up date from 03/20/18 to 02/27/18
CRR-AM stated follow up date will be by EOD 02/27/18

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

CRR-AM provided C with agent ID and case number.
C understood

**********Call ended mutually**********

Make Public

Created By: Alex Kang (2/20/2018 8:48 AM)
ARBS made outbound call to C at[redacted]

ARBS stated DTS appointment has been set on March 21 at 10 AM at the DLRSHP.
ARBS asked if this was a good time for C.

C stated yes.

ARBS stated ARBS will get this confirmed and ARBS will give ARBS a call on the 20th for a remainder.

C thanked ARBS.

ARBS thanked C for C's time.

Clal ended mutually.

Make Public

Created By: Alex Kang (2/15/2018 9:37 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 first time, C was driving down the road and there was nothing in front of C and C was going around 50mph and it would beep at C and the brakes would apply itself.
C stated There wasn't anything around C.
C stated C's wife tapped the brake.
C stated next day, it did it again.
C stated C called the DLRSHP and brought it to the Nissan in Oakridge.
C stated the DLRSHP checked it out and the sensor in front of the vehicle must be bad.
C stated DLRSHP ordered the part for a new sensor.
C stated C took the vehicle back to the DLRSHP and installed the new sensor.
C stated C picked it up and tried it again and on Friday it did it again.
C stated C called the DLRSHP and brought it back out and DLRSHP will have to keep it and there were codes.
C stated there was a malfunction light came on the dash.
C stated C received a loaner at that time and the DLRSHP kept the vehicle for 4 days.
C stated DLRSHP would contact NNA.
C stated C wouldn't take the vehicle back and the DLRSHP kept it for 4 days.
C stated the DLRSHP couldn't fix it and can't find the problem.
C stated DLRSHP drove the vehicle for 70 miles and it was not duplicated.
C stated C was informed by the DLRSHP to call NCA.

ARBS asked about the road conditions.

C stated it was a dry day.

C stated nothing was in front of C.

ARBS asked if the road is flat or incline at all.

C stated every time it happens it's on a flat piece of the road.

ARBS asked if there was any sun light at all hitting the sensor or possibly in front of C.

C stated no it was all overcast.

ARBS stated ARBS is going to be sending out an inspector from Nissan to come to the DLRSHP to inspect this vehicle.
ARBS stated it will typically take 2-4 weeks for this to happen.
ARBS stated ARBS will get back in touch with C once the inspector give ARBS an inspection date.

C stated C needs a rental or loaner vehicle.

ARBS stated C would need to speak to the DLRSHP as it would be the DLRSHP discretion to provide a rental or loaner vehicle.

C stated C just wants this fixed.
ARBS stated ARBS will contact C back once abrs gets an inspection date and ARBS will call the DLRSHP as well and see if the SM can accommodate C with a rental or loaner but there is no guarantee.

C stated ok.
ARBS provided direct number.

ARBS thanked C for C's time.

Call ended mutually.

Make Public

Created By: Matthew Yu (2/14/2018 8:06 AM)
case summary
CRR-MY will send RCAS-AK an email to update RCAS on the urgency of C's situation

Created By: Matthew Yu (2/14/2018 8:06 AM)
CRR-MY VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-MY VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History
CRR-MY CHECKED for open recalls/campaigns and found:
CRR-MY CHECKED for previous UNRELATED Case(s) and found:
CRR-MY CHECKED previous RELATED Case(s) and found:
CRR-MY NOTED concern is:

Make Public

C states that C's brake concern as noted by SCRR-BA has occurred again yesterday and C is now getting nervous about C's VEH

CRR-MY called RCAS-AK but got VMX

CRR-MY relayed this to C and informed C that RCAS-AK will get back to C on 2/15/2018

CRR-MY states that C will send RCAS-AK an email to update RCAS on the situation and informed C that RCAS-AK is scheduled to call C back

C thanked CRR-MY for the assistance

Make Public

Created By: Alex Kang (2/12/2018 11:56 AM)
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Make Public

Created By: Barbara Adamson (2/12/2018 7:50 AM)
SCRR-BA revising Case notes
SCRR-BA advised C that C can expect call next business day or in two business days if IIR is accepted

C agreed as C is always available to take call

Make Public

Created By: Barbara Adamson (2/12/2018 7:47 AM)
[CASE SUMMARY]
SCRR-BA noting C reports Forward Emergency Brake is applied without object in front, while VEH is being driven
SCRR-BA created IIR and RHR

Make Public

Created By: Barbara Adamson (2/12/2018 7:46 AM)
SCRR-BA VERIFIED VEH Info including: VIN, mileage, name, address, tel, email
SCRR-BA CHECKED for open recalls/campaigns and found: __0___
SCRR-BA CHECKED for previous UNRELATED Case(s) _[redacted]
SCRR-BA CHECKED previous RELATED Case(s) _1__ 29771197
VEHICLE CONCERN: Forward Emergency Braking Light

C states C purchased new 2017 Rogue Aug 2017 at NISSAN OF COOKEVILLE
C states forward braking system concern
C states C has taken VEH to DLRSHP / OAK RIDGE NISSAN 3 times and has been told concern cannot be fixed
C states VEH will just stop on it's own with no objects in front
C states malfunction light keeps coming on
C states DLRHSP has been communicating with Nissan and still is unable to repair
C states C feels VEH is unsafe to drive
C states DLRSHP advised C that to take the VEH a waiver would have to be signed so C is confused
C states C picked up VEH from DLRSHP on Sat Feb 10, drove VEH on Sat/Sun and nothing happened
C states wife has VEH and has driven it today to work Feb 12
C states some time during drive to work the warning light came on
C states C feels VEH is unsafe

C does not know mileage as Mrs. [redacted] drives this VEH mainly, but is guessing 6,000 miles

C's contact at DLRSHP is SA-Daryl, who provided contact info for NNA CA to C

SCRR-BA advised C to expect callback from RCAS before end of next business day, Tues, Feb 13
BEST CALLBACK #[redacted] Mrs. [redacted] Cell #

C declined further assistance

SCRR-BA provided name, ID and and Case #

call ended mutually

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	2/13/2018			[redacted]	Alex Kang	2/12/2018 11:06 AM	ARBS-SD

☐ | Edit | Cls	DTS Follow Up [redacted]: OAK RIDGE NISSAN	Not Started	2/17/2018	Alex Kang	2/15/2018 9:39 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] OAK RIDGE NISSAN			2/17/2018	Gary Torgerson		Completed	2/15/2018 7:35 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	Barbara Adamson, 2/12/2018 7:44 AM	2/12/2018			5N1AT2MT2HC[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	3/21/2018 10:00 AM	[redacted]	[redacted]	Completed

Attachments

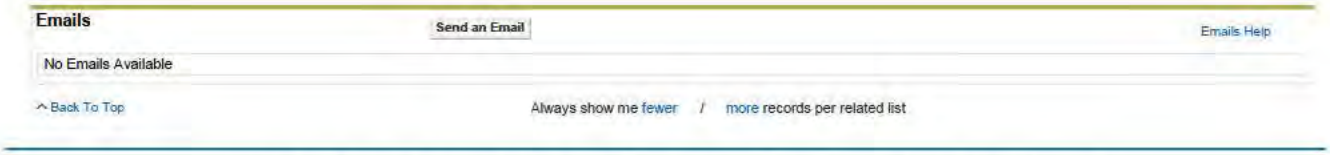
Attach File — Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
3/21/2018 1:03 PM	Alex Kang	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MT2HC[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MT2HC[redacted]**.
		Changed **Follow Up Date** from 3/28/2018 to **4/4/2018**.
3/20/2018 12:46 PM	Alex Kang	Changed **Follow Up Date** from 3/20/2018 to **3/28/2018**.
3/20/2018 12:31 PM	Alex Kang	Changed **Case Owner** from Lori Wells to **Alex Kang**.
3/20/2018 12:24 PM	Corleen Phillips-Campbell	Changed **Escalated By ID** to [redacted]
		Changed **Case Owner** from Alex Kang to **Lori Wells**.
3/20/2018 11:38 AM	Steve Jeffrey	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MT2HC[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MT2HC[redacted]**
3/7/2018 2:23 PM	Alex Kang	Changed **Follow Up Date** from 3/7/2018 to **3/20/2018**.
3/2/2018 1:45 PM	Alex Kang	Changed **Follow Up Date** from 3/2/2018 to **3/7/2018**.
2/27/2018 12:48 PM	Alex Kang	Changed **Follow Up Date** from 2/27/2018 to **3/2/2018**.
2/26/2018 4:16 PM	Andrew (Andy) McMaster	Changed **Follow Up Date** from 3/20/2018 to **2/27/2018**.
2/20/2018 8:48 AM	Alex Kang	Changed **Follow Up Date** from 2/20/2018 to **3/20/2018**.
2/15/2018 9:39 AM	Alex Kang	Changed **Follow Up Date** from 2/15/2018 to **2/20/2018**.
2/14/2018 8:06 AM	Matthew Yu	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MT2HC[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MT2HC[redacted]**.
2/12/2018 11:57 AM	Alex Kang	Changed **Follow Up Date** from 2/13/2018 to **2/15/2018**.
2/12/2018 11:05 AM	Samantha Dixon	Changed **Case Owner** from Barbara Adamson to **Alex Kang**.
2/12/2018 11:05 AM	Samantha Dixon	Changed **Description**.
2/12/2018 7:44 AM	Barbara Adamson	Changed **RHR Started** to **2/12/2018**.
2/12/2018 7:34 AM	Barbara Adamson	Changed **VIN** to **5N1AT2MT2HC[redacted]**.
		Changed **Subject** from CUSTOMER [redacted] PHONE: [redacted] VIN: to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MT2HC[redacted]**.
		Changed **Case Servicing Dealer** to **OAK RIDGE NISSAN**.
		Changed **Vehicle** to **5N1AT2MT2HC[redacted]**
2/12/2018 7:33 AM	Barbara Adamson	Changed **Work Phone** to [redacted] **BEST**.
		Changed **Follow Up Date** from 2/12/2018 to **2/13/2018**.
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN:**.
		Created.



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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
5N1AT2MT2HC[redacted]

Customize Page | Printable View | Help for this Page

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

Vehicle Detail

VIN	5N1AT2MT2HC[redacted]		
Last Modified By	NNAETL, 3/21/2018 9:03 PM	Branded Title	
Created By	NNAETL, 7/21/2017 11:23 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	6,000	MSRP	$35,095
Latest Recorded Mileage Units	M		
In Service Date	8/8/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	7/19/2017
Model Year	2017	Plant Name	Smyrna (NMM)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	29517	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	PEARL WHITE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03E10K03L92P04U35X03Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), E10 (PREMIUM PAINT $), K03 (PLATINUM PACKAGE), L92 (FLOOR MATS (2-PIECE FRONT AND), P04 (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	Brand
1	BASIC COVERAGE	8/8/2020	36,000				
2	POWERTRAIN COVERAGE	8/8/2022	60,000				
3	SEAT BELT	8/8/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	8/8/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	8/8/2025	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 COOKEVILLE	APR	ROGUE	8/8/2017	

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]	2/12/2018 7:33 AM		6,000	Open	0	Alex Kang
| Edit | Cls	[redacted]	TECH LINE		2/7/2018 7:47 AM	2/7/2018 8:41 AM	7,793	Pending Dealer Reply	0	Dave Sattler

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]	DISTANCE SENSOR ASSY	FW	1/29/2018	6,871	[redacted]	5094	[redacted]	1
	SRH-[redacted]		PD	7/30/2017	5	[redacted]	5308	[redacted]	1
	SRH-[redacted]		W	1/29/2018	6,871	[redacted]	5094	[redacted]	
	SRH-[redacted]		I	12/12/2017	4,729	[redacted]	5094	[redacted]	
	SRH-[redacted]		I	12/12/2017	4,729	[redacted]	5094	[redacted]	
	SRH-[redacted]		I	12/12/2017	4,729	[redacted]	5094	[redacted]	
	SRH-[redacted]		I	12/12/2017	4,729	[redacted]	5094	[redacted]	
	SRH-[redacted]		I	7/30/2017	6		5308	[redacted]	
	SRH-[redacted]		W	7/30/2017	6		5308	[redacted]	
	SRH-[redacted]		I	2/12/2018	7,863	[redacted]	5094	[redacted]	
	SRH-[redacted]		I	2/27/2018	8,422	[redacted]	5094	[redacted]	
	SRH-[redacted]	ROADSIDE ASSISTANCE CLAIMS	FW	3/6/2018	8,000	[redacted]	NCC99	[redacted]	01

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
7/21/2017 11:23 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	2/20/2018	[redacted]	[redacted]	[redacted]	SER	3/21/2018 10:00 AM	3/21/2018 1:04 PM

^ Back To Top

Always show me fewer / more records per related list

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CUSTOMER NAME : [redacted] SERIAL NO. : 5N1AT2MT2H[redacted]

R.O NO. : [redacted] R.O DATE : 01/19/2018 R.O TYPE : S
MILEAGE : 6871 ADVISOR NO. : [redacted]

JOB NUMBER : 1 OPERATION 49NIZ OP. DESC. ELECTRICAL BODY/ACCY
SALE TYPE : W TECHNICIAN NO(S). 30576
COMPLAINT : BRAKES ASSIST MALFUNCTION LIGHT COMING ON,CAR BRAKES WITHOUT ANYTHING IN FRONT OF CAR
CAUSE : FOUND CODES C1B84 DIST SEN MALFUNCTION AND CODE C1A17-49CONTROL UNIT ERROR, CODES WOULD NOT CLEAR. FOUND SAME CODES IN TECHLINE DATABASE SEARCH AND REPLACED ICC DISTANCE SENSOR TO RESOLVE.
CORRECTION : REMOVED AND REPLACED ICC DISTANCE CONTROL UNIT AND PERFORMED ICC SENSOR ALIGNMENT

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted] [redacted]

CUSTOMER NAME : [redacted] SERIAL NO. : 5N1AT2MT2H[redacted]

R.O NO. : [redacted] R.O DATE : 02/06/2018 R.O TYPE : S
MILEAGE : 7863 ADVISOR NO. : [redacted]

JOB NUMBER : 1 OPERATION 49NIZ OP. DESC. ELECTRICAL BODY/ACCY
SALE TYPE : I TECHNICIAN NO(S). [redacted]
COMPLAINT : C/S RADAR LIGHT FLASHES OVER BUMPS.DOOR LOCKS OPERATED ALSO
CAUSE : PERFORM CHASSIS CONTROL DIAG. CODES STORED IN ICC/ADAS2 SYSTEM. C1A17-49 AND U1500 STORED. CONTACTED TECH LINE CASE# [redacted] THEY STATED TO PERFORM DIAG ON LANE CAMERA AS PER DAS 142. NO PROBLEMS FOUND, DURING TEST DRIVES CODE C1A17-49 CODE SET. TECH LINE STATED THAT CODE IS UNDER REVIEW AT THIS TIME AND TO ERASE CODES AND TEST DRIVE. TEST DRIVE 72 MILES AND RETEST. CODES DID NOT RETURN. TECH LINE STATED TO RELEASE CAR BACK TO CUSTOMER UNTIL INCIDENT RETURNS.
CORRECTION : NO REPAIR AT THIS TIME

All Self Diagnosis Results ROGUE T32 /2017- 5N1AT2MT2HC[redacted]

SYSTEM	PART NUMBER	DTC	Detailed Information	TIME
AIR BAG	98820-4BS0A	B00A0-8F	OCCUPANT SENS UNIT [UNDEFINED]	PAST
IPDM E/R	284B7-5NA0B	B20BD	BATTERY CURRENT SENSOR [CMPNENT INTERNAL MLFNCTN]	PAST
AUTO BACK DOOR	284G4-4BA3A	B2426	SPINDLE SENSOR LH	PAST
ENGINE	23710-7FF6A	No DTC		
ABS	47660-6FH5A	No DTC		
METER/M&A	24810-6FL0A	No DTC		
BCM	284B24BA6A	No DTC		
ICC/ADAS	284E7-6FL1B	No DTC		
TRANSMISSION	31036-6FL0B	No DTC		
EPS/DAST 3	28504-6FL1A	No DTC		
AIR PRESSURE MONITOR	284B24BAA0	No DTC		
LASER/RADAR	284385FA1A	No DTC		
AUTO DRIVE POS.	28565-6FL0A	No DTC		
LANE CAMERA	284G36FL0B	No DTC		
CAN GATEWAY	284D24BA0A	No DTC		
SIDE RADAR LEFT	284K1-6FL0A	No DTC		
SIDE RADAR RIGHT	284K0-6FL0A	No DTC		
TELEMATICS	28275-5AA2C	No DTC		
AVM	284A1-6FL1A	No DTC		
CHASSIS CONTROL	476A09FL0A	No DTC		
ICC/ADAS 2	284P16FL1C	No DTC		
3ch CAN GATEWAY	284T26FL0B	No DTC		

3/21/2018 9:09:51 AM

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	5N1AT2MV7HC[redacted]
User	KEVIN MACKAY
Case Number	[redacted]
EDR Data Imaging Date	03/09/2018
Crash Date	02/28/2018
Filename	5N1AT2MV7HC[redacted]_ACM.CDRX
Saved on	Friday, March 9 2018 at 13:03:06
Imaged with CDR version	Crash Data Retrieval Tool 17.6
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.6
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r006

DTCs at Time of Retrieval

None

Hexadecimal Data

```
DID    Data

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

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

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

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

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

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

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

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

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

201F  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 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 5N1AT2MV7HC[redacted]

Supplements

Check all of the supplements that apply:

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

I. CLAIMANT

Claimant Name	[redacted]	DOB	Not Given	Day Phone	Not Given
Address	[redacted]			Eve. Phone	Not Given
City	Holbrook	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	2/18/2017
VIN	5N1AT2MV7HC[redacted]				
Mileage	8687	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 NTB18002 (T32)	◉ Open ○ Closed	3/21/2018

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information	Claimant	Incident Date		Time	

Location of Incident (describe fully): Route 112, not far from dealer - Nissan 112.

Weather Conditions (Rain/Snow/Dry/Etc.): Dry, Mostly Cloudy

Vision obstruction (describe): None Given

Temperature at time of incident	39.9°F	Parking location prior to time of incident	Not Given

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV7HC[redacted]

Overnight temperature prior to incident: 39.9°F
Length of time parked: Not Given

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant): Claimant states that his auto brake engaged three times on 2/28. Claimant states that one time on a side street at 50 mph, and the others on Route 112. Claimant states he took his vehicle to the dealer. Claimant stated it was not snowing or raining and his vehicle had just been washed. Claimant stated that his vehicle came to a hard, violent stop. Claimant stated that he hit brake and vehicle lurched forward. Claimant states that the other two times, an indicator light came up on his dash and his vehicle slowed down but then released itself. Claimant states a beep heard, and a big red vehicle appeared in the center console. Claimant states that there were no hills no guardrails present at the time, however he was close to the train station when it does happen. Claimant states the warning was that the claimant was getting close to a vehicle that was not there.

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

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

Special Circumstances: None Given

Actions taken after incident and results of those actions: Vehicle continued to operate normaly following FEB operation / warning operation.

Vehicle Estimated Speed: 50 MPH Source: Claimant Posted Speed Limit: Not given.

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

Witness Present? ○ YES ◉ NO

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

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

#	Allegation	Allegation made by
1	Claimant alleges that the Forward Emergency Braking (FEB) operates with no obstructions in front of the vehicle.	Claimant.

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV7HC[redacted]

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



Occupant Name [redacted] DOB Not Given Height Not Given

Address [redacted] Holbrook, NY [redacted] USA Weight Not Given

Location Incident Vehicle Seating Position 1 - Driver

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

Nature & Extent of Injuries None

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 3/9/2018

Location of inspection Nissan 112, Medford NY.

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

Vehicle exhibits no signs of impact or collision trauma.

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

Photos taken by Kevin D. Mackay # Photos 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 - 26, 60 - 69

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV7HC[redacted]

Engine/ Transmission/ Drivetrain	No abnormalities found. please see photos 50 - 57, 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 28 - 47
Seat Belts/ Child Restraints (if applicable)	No abnormalities found. please see photos 28 - 47
Air Bags	No abnormalities found. please see photos 28 - 47

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

N/A

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

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

#	Allegation	Factual Findings
1	Claimant alleges that the Forward Emergency Braking (FEB) operates with no obstructions in front of the vehicle.	Upon inspection of the vehicle, found that the vehicle exhibits no signs of impact or collision trauma. Performed diagnostic of vehicle's control units and found past codes stored for U1002 system comm in ABS, C1a16-97 Radar stain in Laser/ Radar, and B2409 half latch sw and B2427 spindle sensor RH stored in the auto back door system. Performed inspection of FEB Operation Mileage Log and found no history of any past FEB operation being logged in the ICC / ADAS CU. DTS test drove vehicle on route 112 by dealer. Vehicle was driven in both directions in all available lanes as described by claimant however no duplication of any undesired FEB operation was duplicated.

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 Technician Specialist.
Nissan North America, NorthEast Region.

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV7HC[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe) N/A

Comments N/A

II. Diagnostic Download and EDR Data

Instructions:

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

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

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV7HC[redacted]

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

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	See photos 26 - 27
○	◉	Physical damage to camera? (ie. cracks)	See photos 26 - 27, 47 - 49
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	See Photos 60 - 62
○	○	Physical damage to radar sensor units? (ie. cracks)	See photos 57 -62
◉	○	Electrical connection to radar module firmly seated?	See photos 57 - 59
◉	○	Electrical connection to camera module firmly seated?	see photos 47 - 49
○	○		

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 [22] | Case Categorizations [1] | Open Activities [3] | Activity History [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [21] | Emails [0]

Case Detail

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

Account Name	[redacted]	Case Number	[redacted]
Contact Email	[redacted]	Case Owner	DeHenry Kidd [Change]
Home Phone	[redacted]	Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	2/28/2018 2:08 PM
Letter Received Date		Date/Time Closed	
Follow Up Date	3/30/2018	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	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,600		

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	5N1AT2MV7H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	NISSAN 112 SALES CORP	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	
Shared With		Requested Dealer Action	please 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?	IN - Information	What is the issue? (2)	
What Department?	L - Sales 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: 5N1AT2MV7HC[redacted]		
Created By	Mubah Butt, 2/28/2018 2:08 PM	Root Cause Code	LCIN
Last Modified By	NNAETL, 3/21/2018 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 Public		**Created By: DeHenry Kidd (3/21/2018 11:30 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 (3/16/2018 9:54 AM)** [redacted] Arbs-DK called customer at 953am no answer was made. Arbs left a message stating name and number for c to call Arbs back at[redacted] call ended.
Make Public		**Created By: DeHenry Kidd (3/16/2018 9:36 AM)** Arbs reached out to the DTS to see if the report has been uploaded to the FTP site arbs is waiting on a reply.
Make Public		**Created By: DeHenry Kidd (3/12/2018 4:24 PM)** Arbs has contacted customer to informed customer that arbs is waiting on the report and once that is received PL will review and make a decision. At that time arbs will contact customer.
Make Private	✓	**Created By: Samantha Dixon (3/7/2018 3:29 PM)** ARBS received vcmail from C stating that c has the veh from the DLR and will take the veh to the Nissan DLR on 3/9 for the inspection
Make Private	✓	**Created By: Samantha Dixon (3/7/2018 2:34 PM)** ARBS made outbound call to c[redacted]. ARBS had to leave a vcmail ARBS advised that ARBS SD is assisting ARBS DK while OOO ARBS advised that NNA will be conducting the inspection on 3/9 @12pm at the Nissan 112 ARBS provided direct #[redacted] ARBS made outbound call to Nissan 112 ARBS had to leave a message with service receptionist because SM wasnt available. ARBS advised that DTS KM will be out to the DLR on 3/9 to do IIR inspection on veh for the FEB concern on veh. ARBS provided direct #[redacted]
Make Private	✓	**Created By: Samantha Dixon (3/6/2018 9:54 AM)** ARBS assisting ARBS DK will OOO. ARBS changing F/up date at DTS date is not available as of yet.
Make Public		**Created By: DeHenry Kidd (3/5/2018 4:20 PM)** Arbs has reached out to customer to discuss case, arbs apologize to customer for the delay on the inspection date, arbs stated once that date has been received arbs would follow up customer.
Make Public		**Created By: Nickoy Reid (3/5/2018 3:28 PM)** CRR-NR received inbound call from sales associate Chris Kunzler on behalf of C Associate stated that C is concerned and wants to know what is happening Associate stated that Associate is assisting C with C's current case CRR-NR informed C that the case is currently with ARBS and CRR is not able to speak on matters pertaining to the case CRR-NR inform C to contact the RCAS that has responsibility for C's DLR to get more INFO Sales associate understood
Make Public		**Created By: David Adediran-Abiola (3/3/2018 1:09 PM)** ***CASE SUMMARY*** C calling into CA for case update CRR-AA provided C follow up date CRR-AA transferred C over to voice mail box of Arbs-DK to leave voice mail
		Created By: David Adediran-Abiola (3/3/2018 1:07 PM) CRR-AA OPENED Account Info including: C's name, home & email address, phone# & best contact#[redacted] CRR-AA VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History CRR-AA CHECKED for open recalls/campaigns and found: NONE CRR-AA CHECKED for previous UNRELATED Case(s) and found: NONE CRR-AA CHECKED previous RELATED Case(s) and found: NONE CRR-AA received inbound call from C CRR-AA NOTED concern is: Follow up

Make Public	Sales associate [redacted] calling on behalf of Mr [redacted] C stated C would like to know whats going on with C's Case C stated Mr [redacted] has purchased 10 Nissans C stated Mr [redacted] put $10,000 down on the VEH and still pays $300+ C stated C would like Mr [redacted] aken care of as he is a loyal nissan customer C stated this issues going on with the VEH is a very common issues most VEH are having CRR-AA advised C of follow up date CRR-AA advised C that C should be getting contacted back before the end of next buisness day C agreed C stated C would also like to be contacted C stated C's contact information is [redacted] CRR-AA advised C that case has been documented CRR-AA advised C that C could be sent to voice mail box of Arbs-DK to leave a voice mail C agreed CRR-AA asked C if C would like any further assistance C declined CRR-AA transferred C over to voice mail box of Arbs-DK
Make Public	**Created By: Maricris Abesamis (3/2/2018 3:36 PM)** ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with Case Follow Up CRR-MA sent courtesy email to RCAS-DK regarding C's call
Make Public	**Created By: Maricris Abesamis (3/2/2018 3:36 PM)** CRR-MA VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-MA CHECKED for previous UNRELATED Case(s) and found: [redacted] CRR-MA CHECKED previous RELATED Case(s) and found: 0 CRR-MA NOTED concern is: Case Follow Up C called in regarding Case C stated spoke with ARBS-DK about a follow up today with the DTS inspection date and time C wanted to know if there is any updates CRR-MA informed C that Case is being handled at dept above CRR-MA and what CRR-MA can do is sent courtesy email to ARBS-DK regarding C's call C understood C stated if unable to call via phone that sending an email to C will be fine CRR-MA informed C will note that on Case and inform ARBS-DK C understood and appreciated the assistance Best Contact #: [redacted] CRR-MA thanked C for calling NNA Call ended mutually
Make Public	**Created By: DeHenry Kidd (3/2/2018 9:47 AM)** Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time
Make Public	**Created By: DeHenry Kidd (3/2/2018 9:46 AM)** Verified Name Address Phone# VIN Mileage Responsible Dealer Checked for open Recalls/Campaigns: 2016-17 - Rogue; Left Hand Engine Mounting Insulator Arbs reached out to the customer to discuss case, Customer stated the vehicle has engaged the auto brake engaged three times on 2/28, 1 on Side Street traveling at 50 mph, two times on Route 112. Customer stated he took vehicle to DLR to have it diag, Customer stated it was not snowing or raining and had the vehicle washed. Customer stated that vehicle came to a hard violent stop. Customer stated the indicator light came up on dash and vehicle slowed down but then released itself. 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: Amanda Kapogines (3/2/2018 7:22 AM)** CRR-AK RECEIVED inbound call from C – [redacted] CRR-AK VERIFIED C'S full name, address, telephone number, email, VIN CRR-AK CHECKED for open recalls/campaigns and found: 1 Previous RELATED cases Found: 0 C provided case # C does not understand why C needs to wait for specialist to contact C to provide answers C stated C just wants vehicle back and to make sure it is safe to drive CRR AK apologized for situation CRR AK advised C that noone at Nissan Consumer Affairs would be able to answer C's questions that is why the case has been forwarded to another department CRR AK indicated follow up date on case is set up for today CRR AK sent courtesy email C understood CRR AK offered additional assistance C declined Call ended mutually BEST CONTACT # [redacted]
Make Public	**Created By: Samantha Dixon (3/1/2018 2:47 PM)** C contacted NNA about FEB concerns.
	Created By: Amanda Yett (3/1/2018 9:21 AM) RCAS-AY placed outbound call to C @ [redacted] (BEST CONTACT) RCAS-AY VERIFIED C's name, home & email address, concern, and phone. RCAS-AY ADVISED "This call may be recorded for quality and training purposes." RCAS-AY CHECKED for open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 RCAS-AY advised POC.

RCAS-AY advised of case number and direct line.
RCAS-AY verified C's concerns—FEB concern.

C stated that SM-Mo Khan told C that this is a known issue and there is no fix.

RCAS-AY started IIR.

C stated that another veh almost hit C.
C stated that when C took veh to DLR, SM-MK advised
C stated that SM-MK advised C to not get back into veh.
C stated that C wants veh fixed.
C stated that SM-MK advised NNA does not know when a fix will come out.
C stated that this could cause bodily harm.
C stated that in an ideal world, NNA would already have a fix.
C stated that C has owned Nissan for 25 years.
C stated that if NNA cannot fix veh
C stated that C bought veh in July of 2017.
C stated that in the last few months, warning signal would go off when C's veh was not around anything.

RCAS-AY apologized for experience and advised this has been documented.
RCAS-AY asked how C would like NNA to be involved at this time.

C stated that it seems awfully odd to be asked that question.

RCAS-AY apologized and advised it is required that C be asked this question.

Make Private

C stated that ideal solution would be that this did not occur.
C stated that ideal solution would be for NNA to give C $1 million.
C stated that C wants veh back.
C stated that if NNA cannot fix it, C does not want an unsafe veh.
C stated that ideally, C wants veh back and fixed.
C stated that if this does not go well, C will not buy another NIssan.

RCAS-AY understood.
RCAS-AY advised someone will review case and reach out to C within 3 business days.

C confirmed that this is the best contact number.
C asked how long C is going to be out of veh.

RCAS-AY advised likely that inspection will be scheduled but RCAS-AY cannot guarantee when it will be done.

C stated that C will not pay for loaner veh since this is not C's fault.
C stated that C just wants NNA to know that C will not pay for loaner veh.

RCAS-AY apologized for experience and advised this will be documented.
RCAS-AY advised follow up no later than 3/6.

C understood.
C declined further assistance.

RCAS-AY thanked C for C's time.

Call ended mutually.

Make Private

Created By: Amanda Yett (2/28/2018 3:42 PM)
RCAS-AY unable to datanet.

Make Private

Created By: Amanda Yett (2/28/2018 3:39 PM)
RCAS-AY placed outbound call to DLR.
RCAS-AY spoke with SM-Mo Khan.
SM-MK advised C is having a concern with FEB system.
SM-MK advised C is very concerned about veh.
SM-MK advised C is currently in a loaner veh.

Make Public

Created By: Mubah Butt (2/28/2018 2:24 PM)
****** [CASE SUMMARY] ******

CRR-MB sending case to RCAS for VEH insurance and payment concern due to unable to drive VEH for safety concern.

Created By: Mubah Butt (2/28/2018 2:23 PM)
CRR-MB < VERIFIED> Account Info including: C's name, home & phone#
CRR-MB VERIFIED VEH Info including: VIN#, Current Mileage,
CRR-MB CHECKED for open recalls/campaigns and found: 0
CRR-MB CHECKED for previous UNRELATED Case(s) and found: 0
CRR-MB CHECKED previous RELATED Case(s) and found: 0

CRR-MB received a call from C concerning a VEH compliant.

Make Public

C stated that c is calling in regards to file a complaint against VEH.
C stated that C almost got not an accident due to safety concern with VEH.
C stated that C had this incident occurred 3 times.
C stated that VEH started jolting and C had two kids in VEH.
C stated that C's VEH almost hit to another VEH.
C stated that VEH automatic brake engaging on it's on.
C stated that C drove it to NNA DLR and was advised to not drive VEH due to safety concern.
C stated that DLR advised C that this is computer concern and NNA is working on fix but ah snot found yet.
C stated that DLR advised c not to drive a VEH and provided rental VEH.
C stated that DLr advised C that DLR has sent DOC to NNA and inspector will be sent by NNA to have further investigation on concern with VEH.
C stated that DLR advised that it is known issue with computer system which NNA is still working n fix.
C stated that C is not paying for Rental but C is paying for Cs' VEH insurance and VEH payment.
C stated that c since C's is not able to drive VEH until fix is found by DLR C wants o know what c should do about insurance and payment.

CRR-MB provided C with Case #
CRR-MB informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day <03-01-2018> regarding the C concern

C understood.

Best Contact #: [redacted]

Call ended mutually.

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	CRITICISM	QF

Open Activities Help

Open Activities

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

Action	Subject	Status	Due Date	Type	Action Taken	Name	Assigned To	Last Modified Date/Time	Last Modified By Alias
Edit | Cls	IIR	Not Started	3/2/2018			[redacted]	DeHenry Kidd	3/1/2018 2:48 PM	ARBS-SD
Edit | Cls	DTS Request [redacted] NISSAN 112 SALES CORP	Not Started	3/4/2018				Kevin MacKay	3/2/2018 9:50 AM	ARBS-DK
Edit | Cls	DTS Follow Up [redacted]: NISSAN 112 SALES CORP	Not Started	3/4/2018				DeHenry Kidd	3/2/2018 9:50 AM	ARBS-DK

Activity History

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

No records to display

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	Amanda Yett, 3/1/2018 9:18 AM	3/1/2018			5N1AT2MV7HC[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	3/9/2018 12:00 PM	Kevin	MacKay	Completed

Attachments

Attach File — Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
3/21/2018 11:32 AM	DeHenry Kidd	Changed **Follow Up Date** from 3/21/2018 to **3/30/2018**.
3/16/2018 9:58 AM	DeHenry Kidd	Changed **Follow Up Date** from 3/16/2018 to **3/21/2018**.
3/7/2018 2:35 PM	Samantha Dixon	Changed **Follow Up Date** from 3/7/2018 to **3/16/2018**.
3/6/2018 9:54 AM	Samantha Dixon	Changed **Follow Up Date** from 3/6/2018 to **3/7/2018**.
3/5/2018 4:20 PM	DeHenry Kidd	Changed **Follow Up Date** from 3/5/2018 to **3/6/2018**.
3/3/2018 1:07 PM	David Adediran-Abiola	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV7HC[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV7HC**[redacted]
3/2/2018 4:37 PM	DeHenry Kidd	Changed **Subject** from CUSTOMER: THOMAS HICKS PHONE: 6318282225 VIN: 5N1AT2MV7HC794269 to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV7HC**[redacted]
		Changed **Follow Up Date** from 3/2/2018 to **3/5/2018**.
3/2/2018 7:22 AM	Amanda Kapogines	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV7HC[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV7HC**[redacted] .
3/1/2018 3:53 PM	DeHenry Kidd	Changed **Follow Up Date** from 3/6/2018 to **3/2/2018**.
3/1/2018 2:47 PM	Samantha Dixon	Changed **Case Owner** from Amanda Yett to **DeHenry Kidd**.
3/1/2018 2:47 PM	Samantha Dixon	Changed **Description**.
3/1/2018 9:21 AM	Amanda Yett	Changed **Follow Up Date** from 3/1/2018 to **3/6/2018**.
3/1/2018 9:05 AM	Amanda Yett	Changed **Subject** from CUSTOMER: [redacted] PHONE: VIN: 5N1AT2MV7HC[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV7HC**[redacted]
2/28/2018 3:33 PM	Amanda Yett	Changed **Description**.
2/28/2018 2:23 PM	Mubah Butt	Changed **Escalated By ID** to [redacted]
		Changed **Case Owner** from Mubah Butt to **Amanda Yett**.
2/28/2018 2:08 PM	Mubah Butt	Changed **Follow Up Date** from 2/28/2018 to **3/1/2018**.
		Changed **VIN** to **5N1AT2MV7HC**[redacted]
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE: VIN: 5N1AT2MV7HC**[redacted]
		Created.

Emails

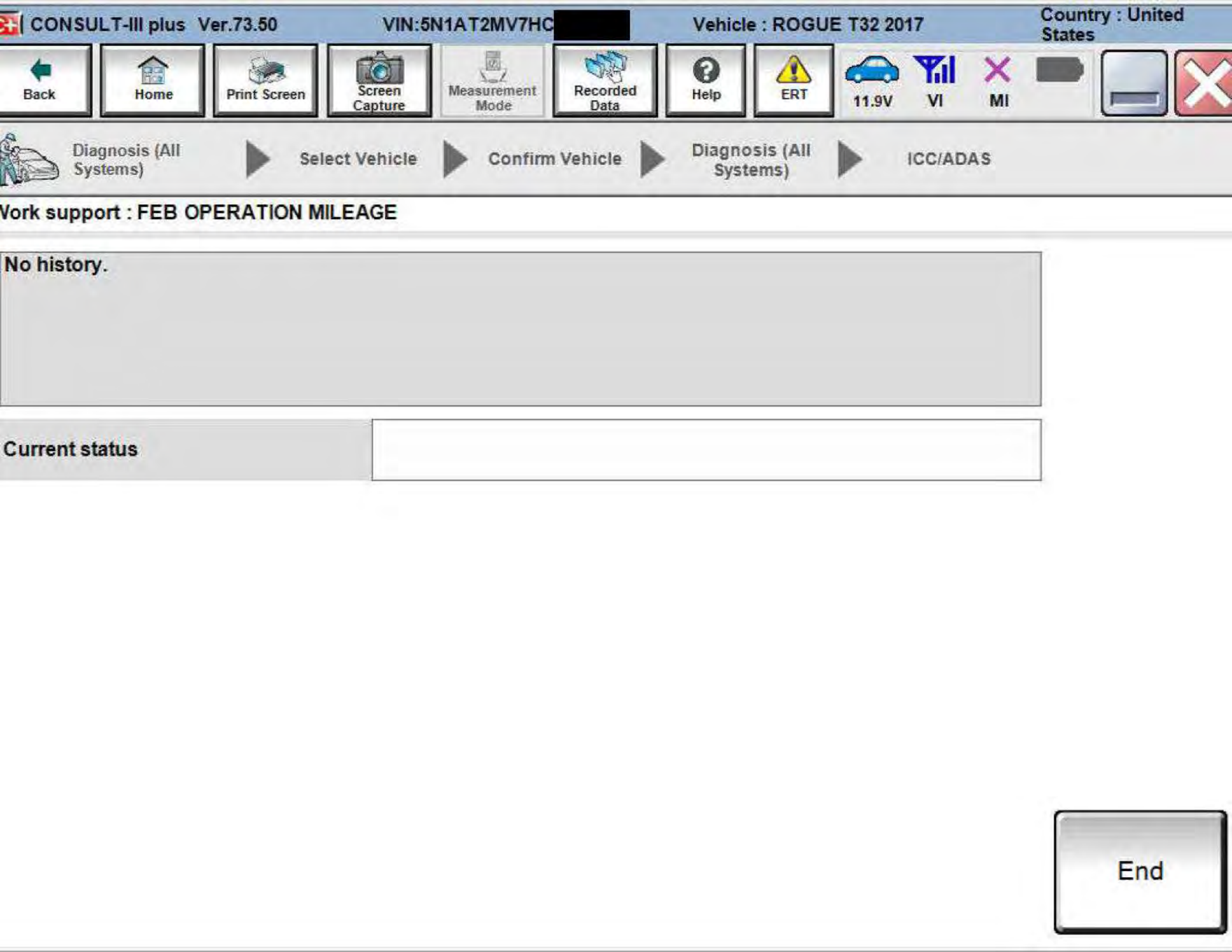
Send an Email — Emails Help

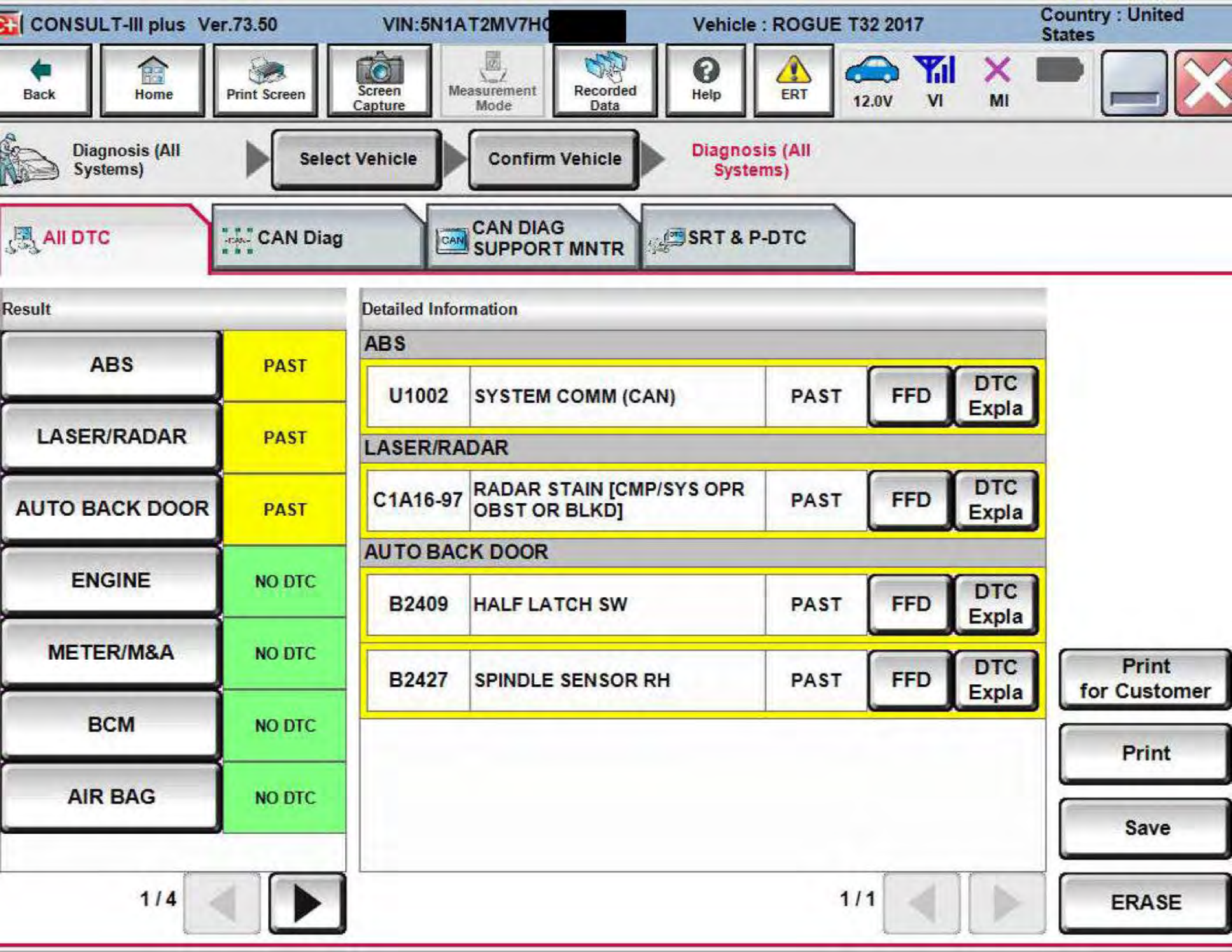
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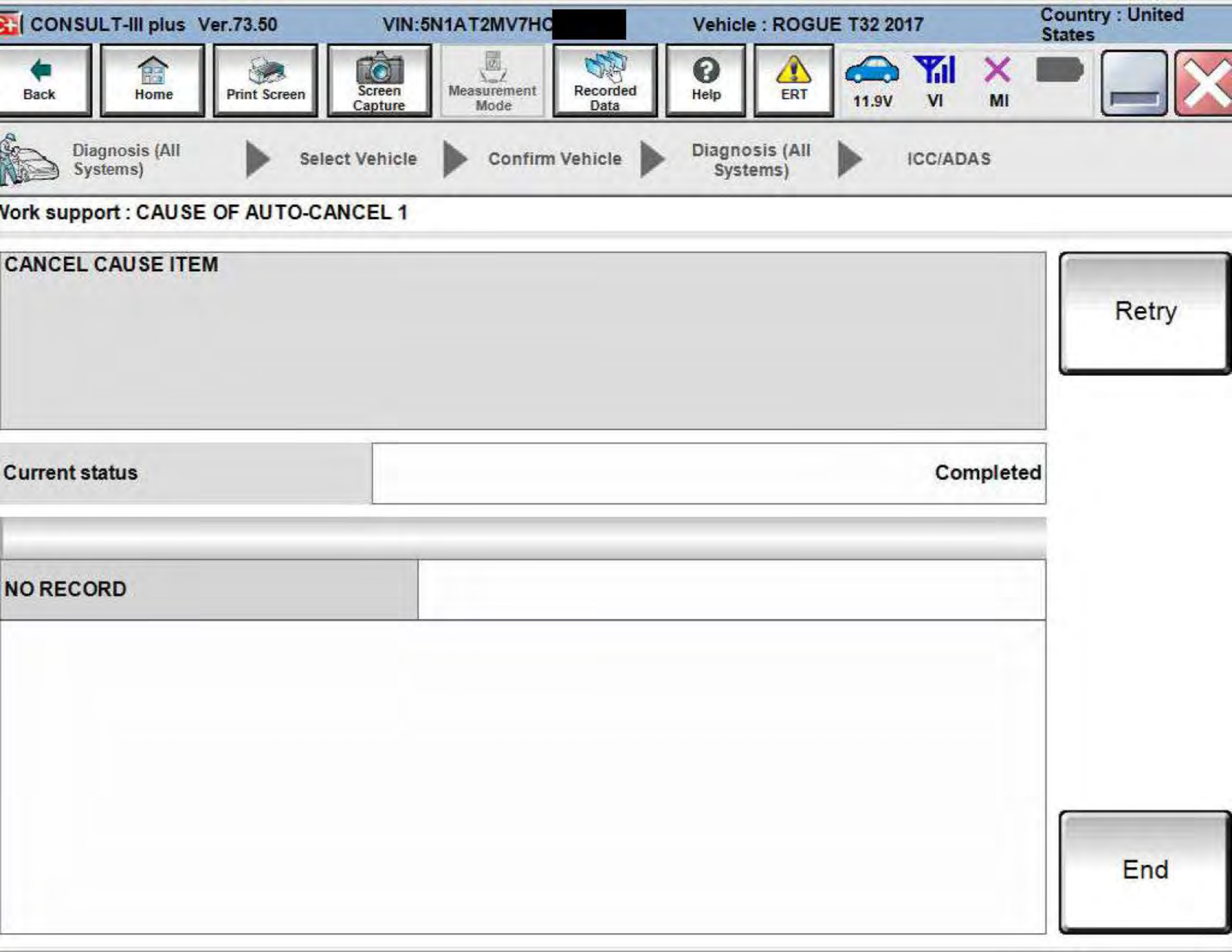
^ Back To Top

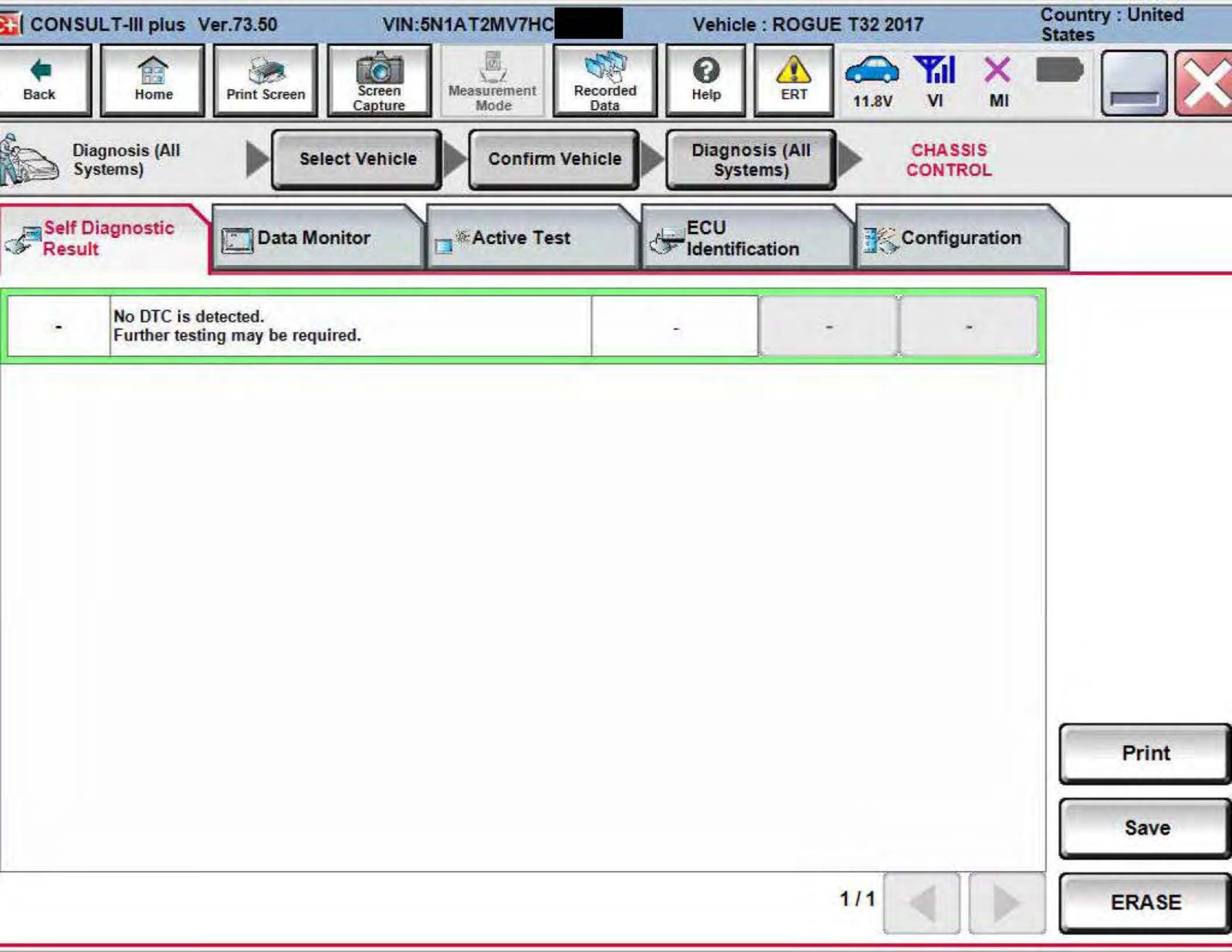
Always show me fewer / more records per related list

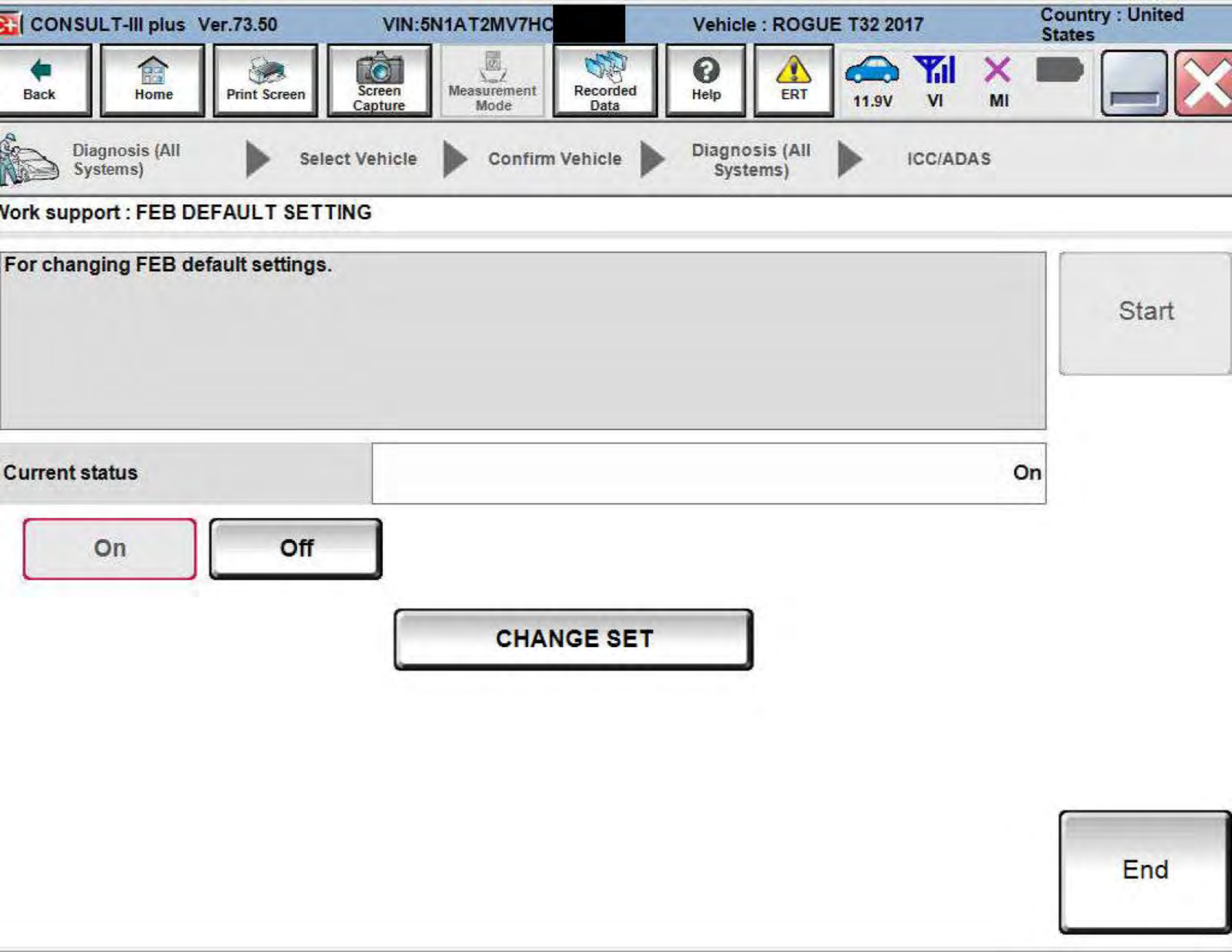
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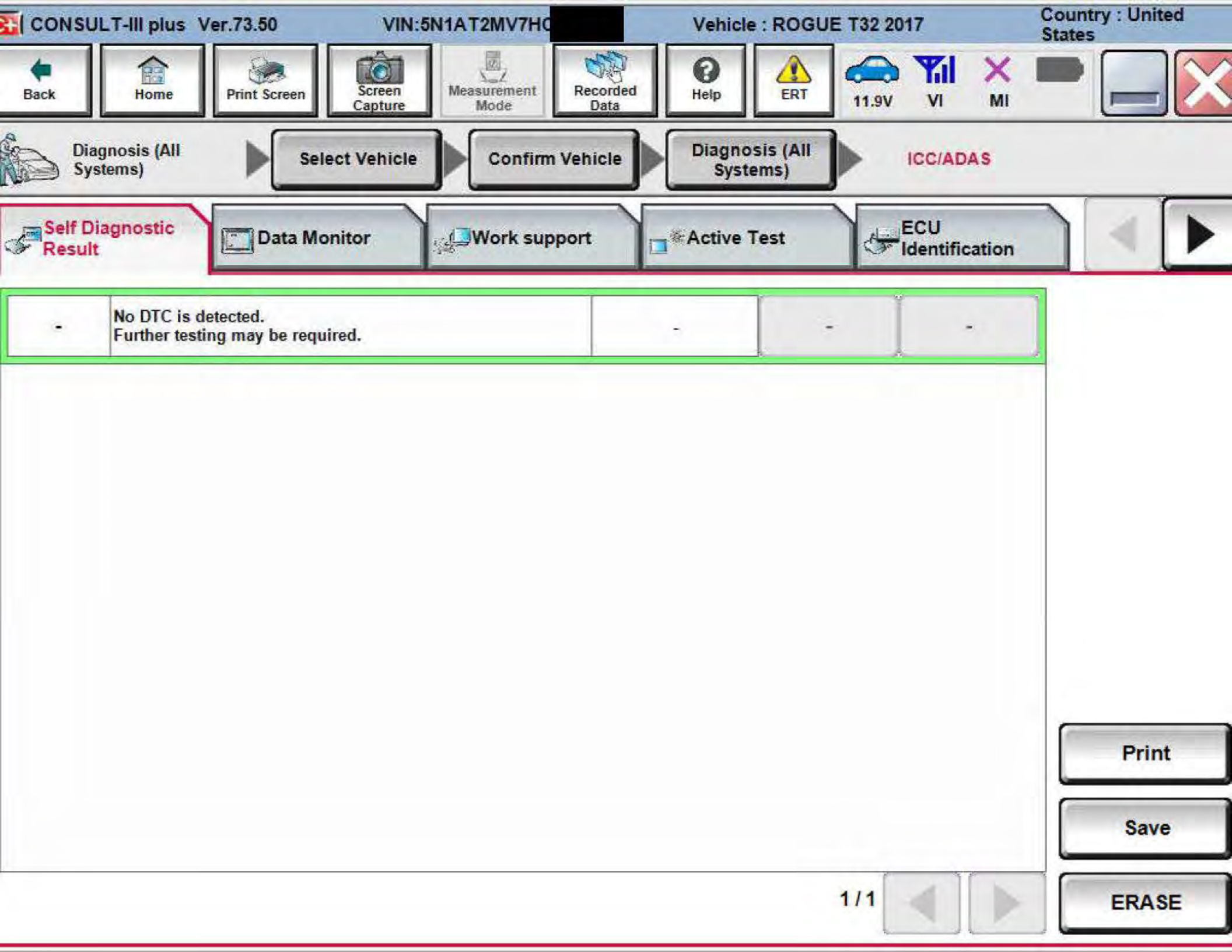

CONSULT-III plus Ver.73.50
VIN:5N1AT2MV7HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End

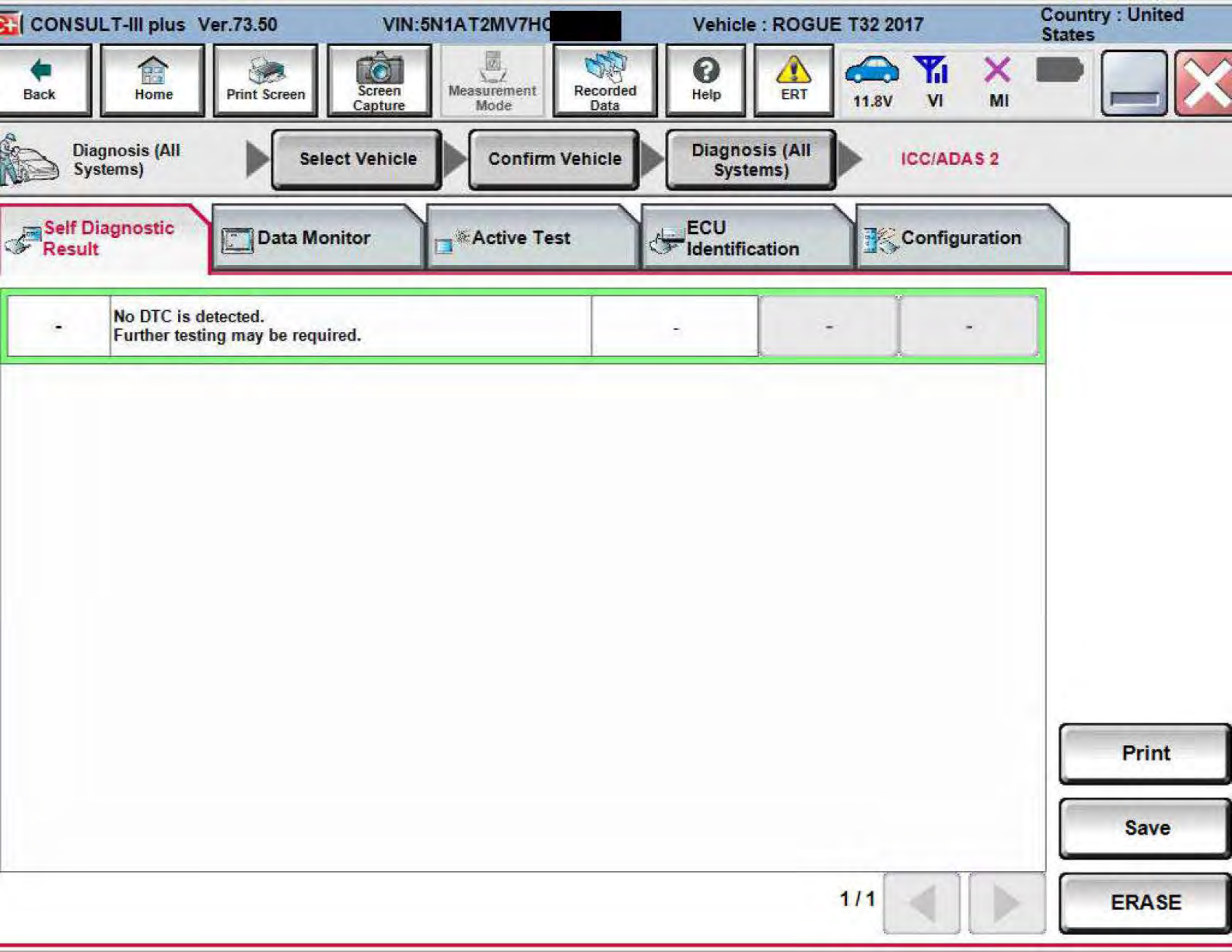

CONSULT-III plus Ver.73.50
VIN:5N1AT2MV7HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
ABS
PAST
LASER/RADAR
PAST
AUTO BACK DOOR
PAST
ENGINE
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
1 / 4
Detailed Information
ABS
U1002
SYSTEM COMM (CAN)
PAST
FFD
DTC Expla
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Expla
AUTO BACK DOOR
B2409
HALF LATCH SW
PAST
FFD
DTC Expla
B2427
SPINDLE SENSOR RH
PAST
FFD
DTC Expla
1 / 1
Print for Customer
Print
Save
ERASE

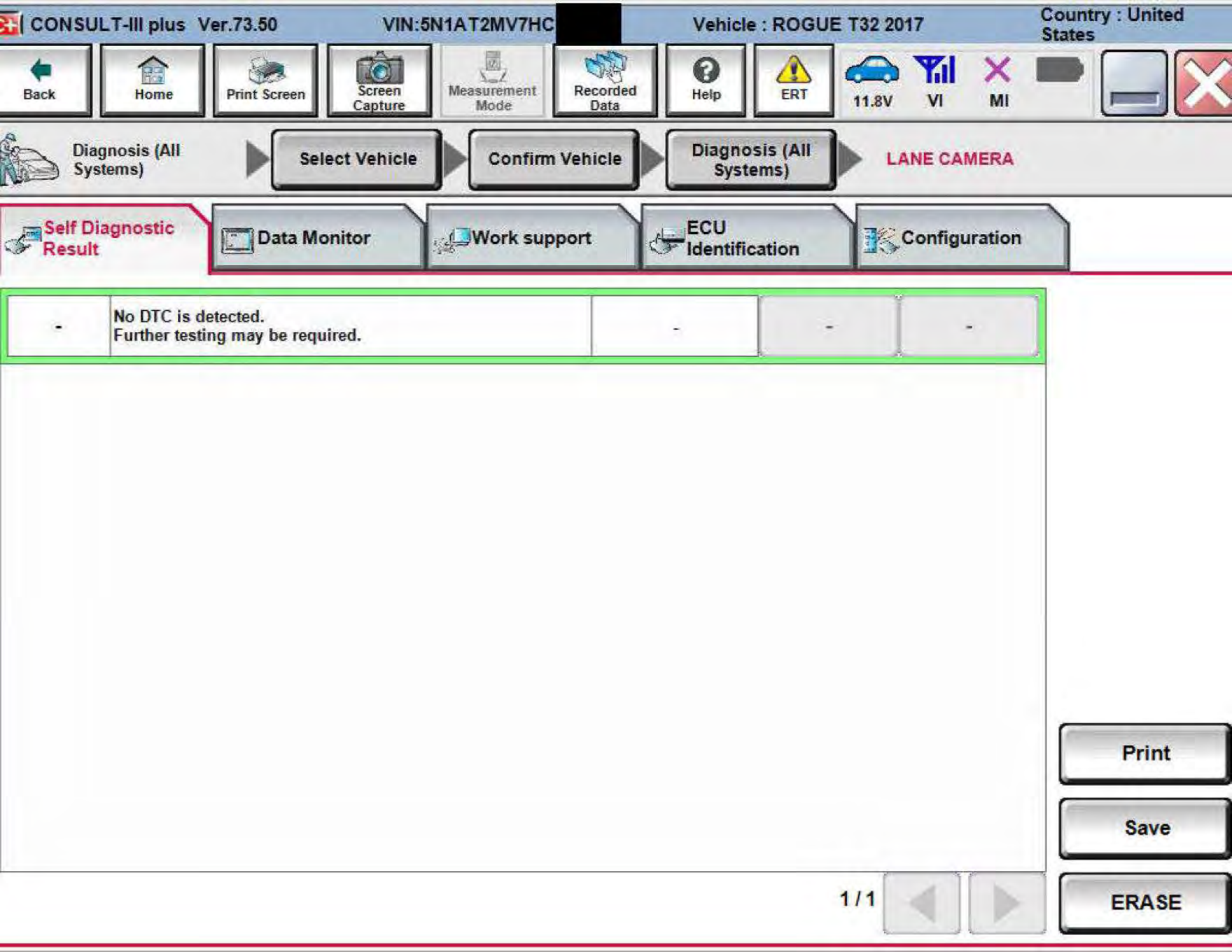

CONSULT-III plus Ver.73.50
VIN:5N1AT2MV7HC
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End

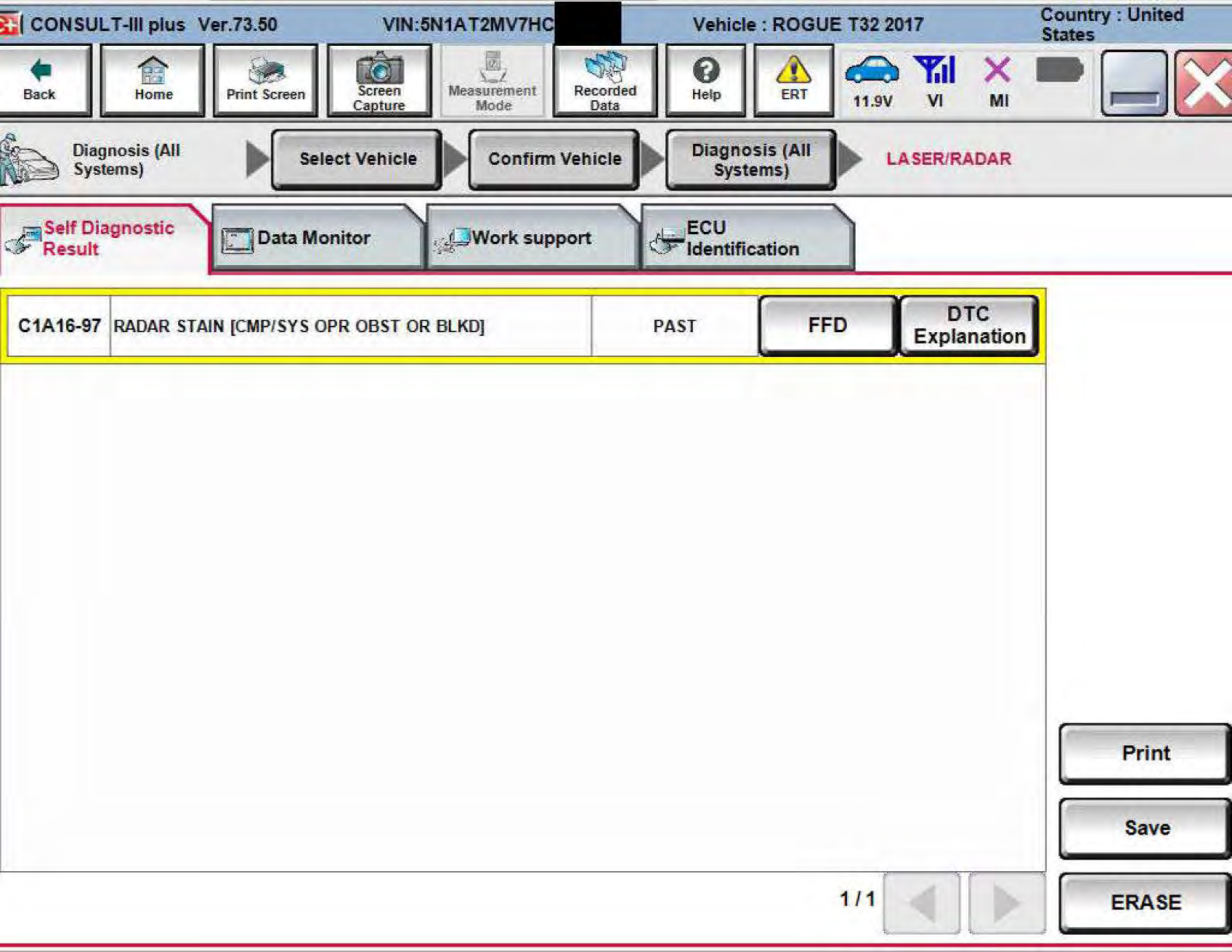

CONSULT-III plus Ver.73.50
VIN:5N1AT2MV7HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.73.50
VIN:5N1AT2MV7HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
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:5N1AT2MV7HC
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.73.50
VIN:5N1AT2MV7HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1

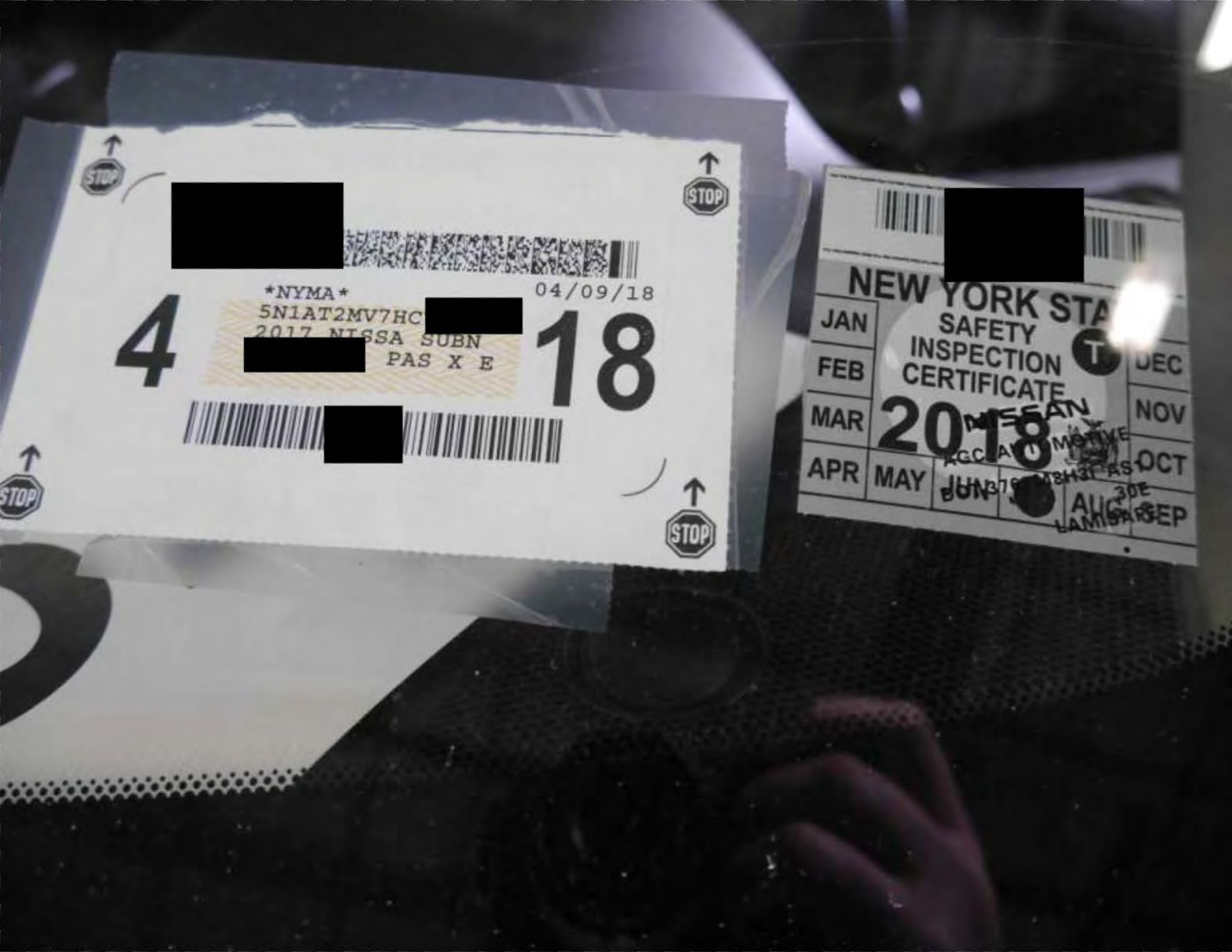

CONSULT-III plus Ver.73.50
VIN:5N1AT2MV7HC
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LANE CAMERA
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
1 / 1
Print
Save
ERASE

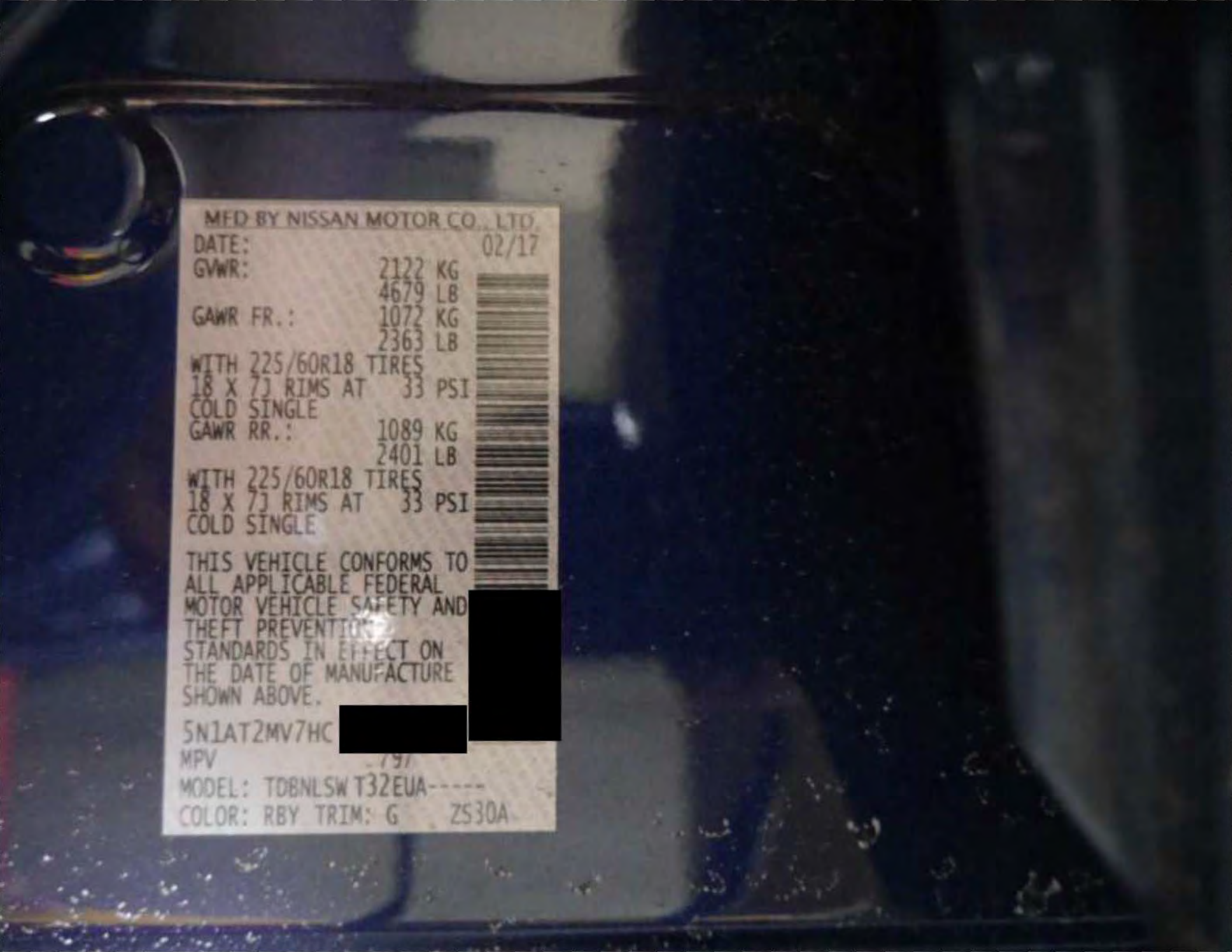

CONSULT-III plus Ver.73.50
VIN:5N1AT2MV7HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
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


1:34 PM
42 °F
RPMx1000
4
5
6
7
8
C
H
MPH
60
80
40
100
140
60
100
140
180
0
20
220
km/h
140
0
1
P
152
8697 miles




5N1AT2MV7HC

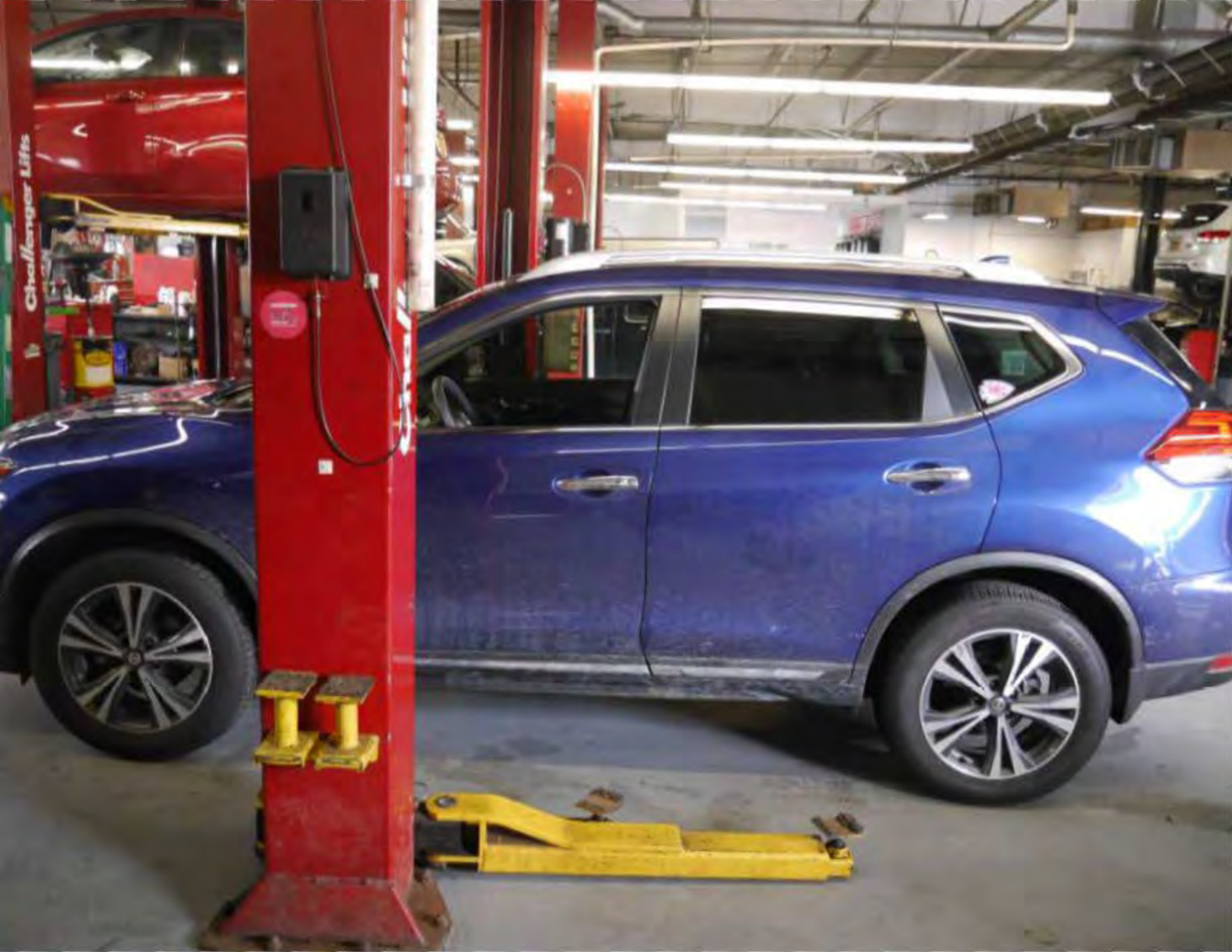

[redacted]
NYMA
04/09/18
5N1AT2MV7HC[redacted]
2017 NISSA SUBN
[redacted]
PAS X E
4
18
[redacted]
NEW YORK STA
JAN
FEB
MAR
APR
MAY
JUN
AUG
SEP
OCT
NOV
DEC
SAFETY
INSPECTION
CERTIFICATE
2018
NISSAN
MOTIVE
AS
30E
LAMISA
STOP


MFD BY NISSAN MOTOR CO., LTD.
DATE: 02/17
GVWR: 2122 KG
4679 LB
GAWR FR.: 1072 KG
2363 LB
WITH 225/60R18 TIRES
18 X 7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR.: 1089 KG
2401 LB
WITH 225/60R18 TIRES
18 X 7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO
ALL APPLICABLE FEDERAL
MOTOR VEHICLE SAFETY AND
THEFT PREVENTION
STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE
SHOWN ABOVE.
5N1AT2MV7HC
MPV
MODEL: TDBNLSW T32EUA-----
COLOR: RBY TRIM: G ZS30A


12:09 PM
8687 miles
60
80
100
120
140


NISSAN




Challenger Lifts




NISSAN
ROGUE
SL AWD


SL AWD


































Cha
ger Lifts



LEAD. WIN.


ROGUE




































DO NOT DROP


NISSAN


QR25


NISSAN


DANGER/POISON
DANGER/POISON















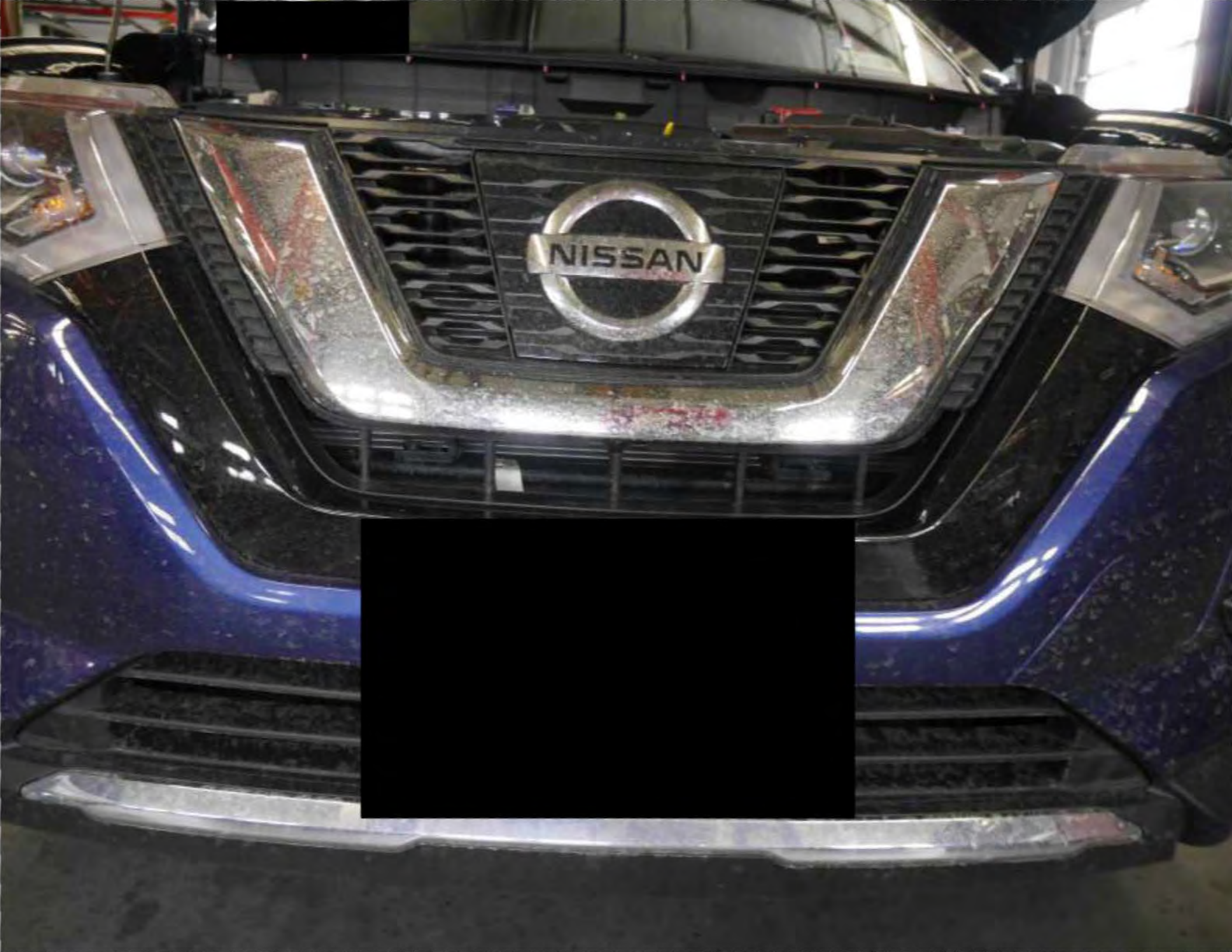

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NIS






NISSAN


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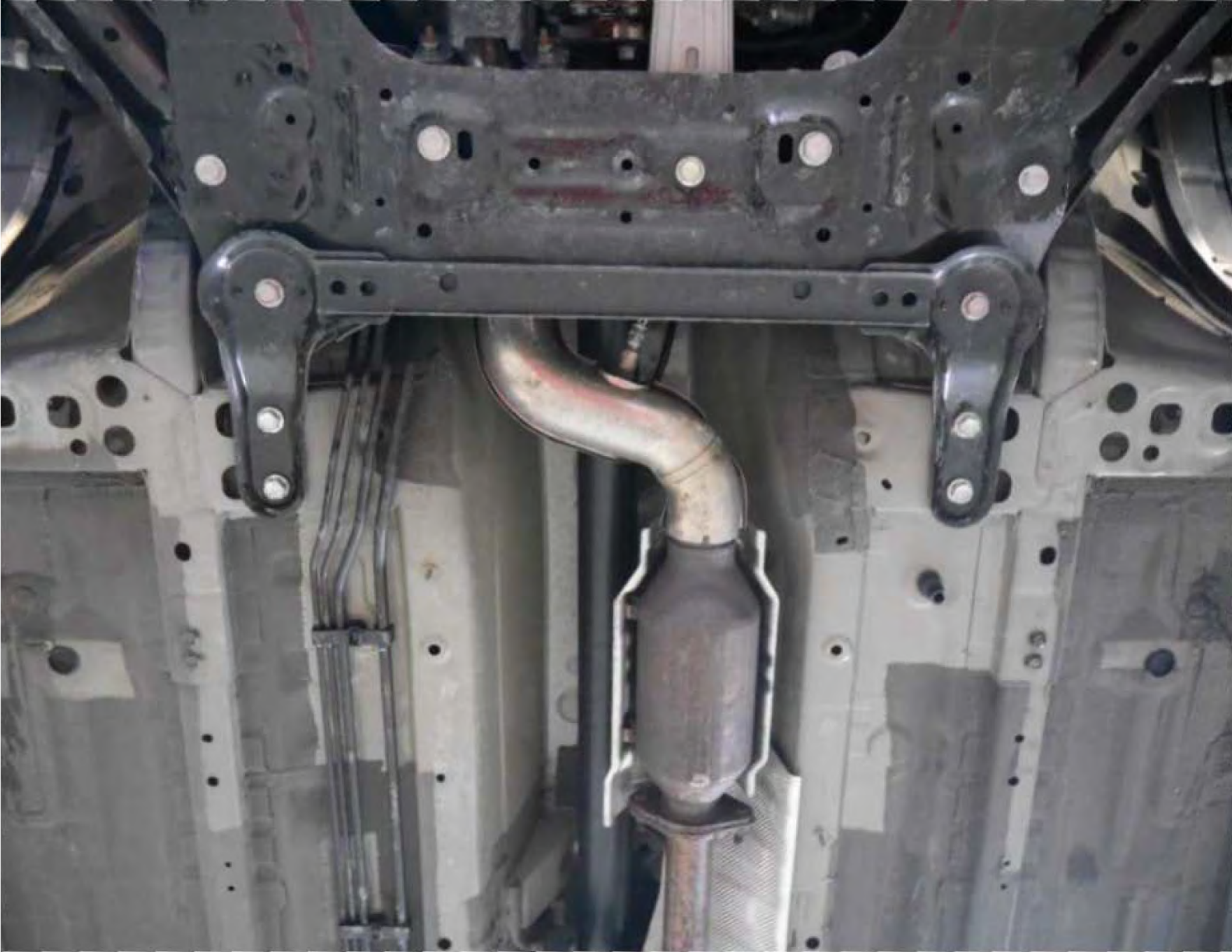

NISSAN






















12:27 PM
38°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
163
8687 miles
RPMx1000
MPH
km/h


12:28 PM
38°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
163
8687 miles
RPMx1000
MPH
km/h


12:28 PM
38°F
Driving Aids
Emergency Brake
Blind Spot
P
163
8687 miles
RPM x1000
MPH
km/h


12:28 PM
38°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
163
8687 miles
RPMx1000
MPH
km/h


12:28 PM
38°F
Parking Aids
Moving Object
Cross Traffic
P
163
8687 miles
RPMx1000
MPH
km/h


12:28 PM
38°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
163
8687 miles
RPM x1000
MPH
km/h


12:28 PM
38°F
Chassis Control
Trace Control
Engine Brake
P
163
8687 miles
RPM x1000
MPH
km/h



Search

Samaritan Potter Help & Training

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

Vehicle
5N1AT2MV7HC[redacted]

Customize Page | Printable View | Help for this Page

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

Vehicle Detail

There is an open vehicle campaign for this vehicle.

VIN	5N1AT2MV7HC[redacted]		
Last Modified By	Samaritan Potter, 3/22/2018 2:20 PM	Branded Title	
Created By	NNAETL, 3/7/2017 11:42 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	8,600	MSRP	$35,000
Latest Recorded Mileage Units	M		
In Service Date	7/29/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	2/18/2017
Model Year	2017	Plant Name	Smyrna (NMM)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	CASPIAN BLUE	Emissions Certification	
Cylinders		Open Recall	✓
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03L92M92P01U35Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2-PIECE FRONT AND), M92 (RETRACTABLE CARGO COVER), P01 (SL PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brande
1	BASIC COVERAGE	7/29/2020	36,000				
2	POWERTRAIN COVERAGE	7/29/2022	60,000				
3	SEAT BELT	7/29/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	7/29/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	7/29/2025	60,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	VRS[redacted]	[redacted]	NISSAN 112 SALES CORP	Retail Sale	ROGUE	7/29/2017	

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]	[redacted]	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]	2/28/2018 2:08 PM		8,600	Open	0	DeHenry Kidd

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]		PD	3/7/2017	10	NP NP	2214	[redacted]	1
	SRH[redacted]		C	2/22/2018	8,323	[redacted]	2214	[redacted]	
	SRH[redacted]		C	2/22/2018	8,323	[redacted]	2214	[redacted]	
	SRH[redacted]		I	2/22/2018	8,323	[redacted]	2214	[redacted]	
	SRH[redacted]		I	2/22/2018	8,323	[redacted]	2214	[redacted]	
	SRH[redacted]		I	1/20/2018	6,826	[redacted]	2214	[redacted]	
	SRH[redacted]		I	1/20/2018	6,826	[redacted]	2214	[redacted]	
	SRH[redacted]		I	11/2/2017	4,191	[redacted]	2214	[redacted]	
	SRH[redacted]		I	8/1/2017	11		2214	[redacted]	
	SRH[redacted]		I	8/1/2017	11		2214	[redacted]	
	SRH[redacted]		I	8/1/2017	11		2214	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
3/2/2018 6:55 AM	NNAETL	Changed **Open Recall** from false to **true**.
3/7/2017 11:42 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	3/7/2018	[redacted]	Kevin	MacKay	NER	3/9/2018 12:00 PM	3/21/2018 9:56 AM

Back To Top

Always show me fewer / more records per related list

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PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2

DOCUMENTS

FIELD REPORTS





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 [1] | Open Activities [4] | Activity History [0] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [25] | 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	2/16/2018 9:06 AM
Letter Received Date		Date/Time Closed	
Follow Up Date	3/28/2018	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		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	10,000		

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	5N1AT2MV3H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	NISSAN 112 SALES CORP	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	
Shared With		Requested Dealer Action	please review.

Related Items

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

RHR Started	2/22/2018	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?	
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: 5N1AT2MV3HC[redacted]		
Created By	Keenan Magnuson, 2/16/2018 9:06 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 3/22/2018 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 Public		**Created By: Alex Kang (3/22/2018 3:04 PM)** ARBS emailed DTS-Kevin MacKay to see if report will be uploaded to FTP
Make Public		**Created By: Alex Kang (3/15/2018 11:17 AM)** ARBS made outbound call to C at[redacted]. ARBS stated ARBS just reminding C of the DTS inspection. C thanked ARBS. ARBS thanked C for C's time. Call ended mutually.
Make Public		**Created By: Alex Kang (3/2/2018 1:31 PM)** ARBS made outbound call to C at[redacted]. ARBS stated the inspector will be at the DLRSHP on 3/16/18 at 12 pm EST. C stated that is fine. ARBS stated ARBS will give C a follow up call. C thanked ARBS. ARBS thanked C for C's time. Call ended mutually.
Make Public		**Created By: Alex Kang (2/27/2018 10:54 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 it happened on the express way. C stated it clear day. C stated no one in front of C. C stated Flat road. C stated happened around 8am. C stated Sun was in front of C. C stated the DLRHSP did contact a field rep and is supposed to come out in March some time. ARBS stated ARBS will get back in contact with C regarding this situation. ARBS stated ARBS will need to speak to the field rep regarding this and see what time the field rep is scheduled to come to the DLRSHP for inspection. ARBS stated the whole process regarding the investigation will take 6-8 weeks to complete. ARBS stated as of right now step one would be to inspect the vehicle. ARBS stated once ARBS gets more information, ARBS will contact C back. C thanked ARBS. ARBS thanked C for C's time. Call ended mutually.
Make Public		**Created By: Alex Kang (2/22/2018 3:36 PM)** **********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********
Make Public		**Created By: DeHenry Kidd (2/22/2018 12:23 PM)** C contacted NNA about FEB concerns and repurchase.
Make Public		**Created By: Amanda Yett (2/22/2018 9:31 AM)** C contacted NNA about FEB concerns.
		Created By: Amanda Yett (2/22/2018 9:30 AM) RCAS-AY placed outbound call to C @[redacted] RCAS-AY VERIFIED C's name, home & email address, concern, and phone.

	RCAS-AY ADVISED “This call may be recorded for quality and training purposes.” RCAS-AY CHECKED for open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found: [redacted] Previous RELATED Case(s) Found: 0 RCAS-AY advised POC. RCAS-AY advised of case number and direct line. RCAS-AY verified C’s concerns—FEB concerns C stated that veh starts braking on its own. RCAS-AY began IIR. RCAS-AY notes C's wife is primary driver of veh. C stated that it happens frequently with C’s wife and with C 2x. C was unable to provide odometer reading or location of incident. RCAS-AY tried to probe further but was unsuccessful. C stated that C does not want veh anymore. C stated that it happens frequently with C’s wife. RCAS-AY explained RHR process. Why do you want to return the veh to NNA? C stated because veh is unsafe to be driven Where is the veh currently? At Nissan 112 Where was the veh purchased? Leased at Garden City Nissan Was it purchased new or used? New lease If used, when was the veh purchased? n/a Where is the veh serviced? Nissan 112 Has the veh been taken to multiple Nissan/Infinity dealers? Massapequa Nissan RCAS-AY advised “Thank you for the information. A Nissan/Infiniti representative will call you within 3 business days after the representative receives the case. Please allow for a minimum of 30 minutes during that call so the representative may best understand the whole situation. Is this the best number to reach you?” C confirmed. RCAS-AY thanked C for C's time. Call ended mutually.
Make Private	**Created By: Amanda Yett (2/20/2018 9:22 AM)** RCAS-AY placed outbound call to C @ [redacted] RCAS-AY left VMX with case number and direct line. RCAS-AY requested callback.
Make Private	**Created By: Amanda Yett (2/19/2018 3:23 PM)** RCAS-AY notes unable to datanet.
Make Private	**Created By: Amanda Yett (2/19/2018 3:21 PM)** RCAS-AY sent email to FOM-Victor Rosario requesting loaner assistance.
Make Private	**Created By: Amanda Yett (2/19/2018 3:18 PM)** RCAS-AY placed outbound call to DLR. RCAS-AY spoke with SM-Mo Khan. SM-MK advised C is requesting a loaner veh and DLR is trying to get a Rogue for C. SM-Mk advised C's concern has happened multiple times. SM-MK asked if NNA can authorize loaner veh. RCAS-AY advised will call FOM and see what can be done.
Make Public	**Created By: Ashley Thompson (2/19/2018 1:03 PM)** CRR-AT VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-AT VERIFIED Veh Info including: VIN#, Current Mileage CRR-AT CHECKED for open recalls/campaigns and found: 0 CRR-AT CHECKED for previous UNRELATED Case(s) and found: 0 CRR-AT CHECKED previous RELATED Case(s) and found: 0 CRR-AT NOTED concern is: VEH buyback due to VEH stopping concerns. CRR-AT Received an inbound call from C. C stated C is calling because the VEH is at the DLR. C stated C doesn’t feel safe with Cs wife and kids in the VEH. C stated C would like to get out of the VEH because C does not feel safe. C stated C has had multiple concerns with the VEH stopping while driving. CRR-AT asked C if there was anything else CRR-AT could assist with. C declined. CRR-AT informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 2/20/2018 regarding C’s concern. C understood. CRR-AT provided C with agent ID [redacted] and case number [redacted] CRR-AT noting C’s best contact number is [redacted] Call ended mutually
Make Public	**Created By: Keenan Magnuson (2/16/2018 9:16 AM)** ****** [CASE SUMMARY] ****** CRR-KM closing case as no further assistance can be provided at this time
	Created By: Keenan Magnuson (2/16/2018 9:16 AM) SCRR-KM VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number SCRR-KM VERIFIED VEH Information including: VIN #, Current Mileage SCRR-KM CHECKED for open recalls/campaigns and found: 0

Make Public

SCRR-KM CHECKED for previous UNRELATED Case(s) and found: 0
SCRR-KM CHECKED previous RELATED Case(s) and found: 0
SCRR-KM NOTED concern is: issues with breaks

SCRR-KM received inbound call from C

C stated C's VEH has been experiencing issues with the breaks

C stated that VEH has been breaking unexpectedly while VEH is being driven

C stated that they had VEH in to DLR a month prior for this issue, did not resolve concern

C stated they were nearly in an accident as a result of this 2/16/18

C inquiring how they ought to proceed

SCRR-KM informed C that if they are looking to have VEH repaired, would need to bring VEH in to DLR for diagnosis

SCRR-KM informed C that if they are still having issues after that time, are welcome to contact NNA back for further assistance

SCRR-KM asked C if there was anything else SCRR-KM could assist with.

C declined.

SCRR-KM provided C with agent ID [redacted] and case number [redacted]

C understood

SCRR-KM closing case.

Call ended mutually.

Case Categorizations

New Case Categorization | Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code
	CC[redacted]	BRAKES	GEN. BRAKE COMPONENT(S)	MULTIPLE REPAIR ATTEMPTS	03

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	RHR	Not Started	2/22/2018			[redacted]	Alex Kang	2/22/2018 12:24 PM	ARBS-DK
Edit | Cls	IIR	Not Started	2/27/2018			[redacted]	Alex Kang	2/22/2018 12:25 PM	ARBS-DK
Edit | Cls	DTS Request [redacted] NISSAN 112 SALES CORP	Not Started	3/1/2018				Kevin MacKay	2/27/2018 10:55 AM	ARBS-AK
Edit | Cls	DTS Follow Up [redacted] NISSAN 112 SALES CORP	Not Started	3/1/2018				Alex Kang	2/27/2018 10:55 AM	ARBS-AK

Activity History

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

No records to display

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	Amanda Yett, 2/22/2018 9:27 AM	2/22/2018			5N1AT2MV3HC[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	3/16/2018 12:00 PM	Kevin	MacKay	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
3/22/2018 3:04 PM	Alex Kang	Changed **Follow Up Date** from 3/23/2018 to **3/28/2018**.
3/15/2018 11:18 AM	Alex Kang	Changed **Follow Up Date** from 3/15/2018 to **3/23/2018**.
3/2/2018 1:32 PM	Alex Kang	Changed **Follow Up Date** from 3/2/2018 to **3/15/2018**.
2/27/2018 10:55 AM	Alex Kang	Changed **Follow Up Date** from 2/27/2018 to **3/2/2018**.
2/22/2018 12:24 PM	DeHenry Kidd	Changed **Case Owner** from Amanda Yett to **Alex Kang**.

2/22/2018 12:23 PM	DeHenry Kidd	Changed **Description**.
2/22/2018 9:31 AM	Amanda Yett	Changed **RHR Started** to **2/22/2018**.
		Changed **Follow Up Date** from 2/22/2018 to **2/27/2018**.
		Changed **Description**.
2/20/2018 9:22 AM	Amanda Yett	Changed **Follow Up Date** from 2/20/2018 to **2/22/2018**.
2/19/2018 3:23 PM	Amanda Yett	Changed **Description**.
2/19/2018 1:03 PM	Ashley Thompson	Changed **Follow Up Date** from 2/19/2018 to **2/20/2018**.
2/19/2018 1:03 PM	Ashley Thompson	Changed **Escalated By ID** to [redacted]
		Changed **Case Owner** from Ashley Thompson to **Amanda Yett**.
2/19/2018 12:59 PM	Ashley Thompson	Changed **Case Owner** from Keenan Magnuson to **Ashley Thompson**.
2/19/2018 12:59 PM	Ashley Thompson	Changed **Reopen Date** to **2/19/2018 12:59 PM**.
		Changed **Subject** from CUSTOMER: [redacted] PHONE [redacted] BEST VIN: 5N1AT2MV3HC[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV3HC**[redacted]
		Changed **Status** from Closed to **Open**.
2/16/2018 9:16 AM	Keenan Magnuson	Changed **Status** from Open to **Closed**.
		Closed.
2/16/2018 9:06 AM	Keenan Magnuson	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 2/16/2018 to **2/19/2018**.
		Changed **VIN** to **5N1AT2MV3HC**[redacted].
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE** [redacted] **BEST VIN: 5N1AT2MV3HC**[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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Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV3H[redacted]

Supplements

Check all of the supplements that apply:

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

I. CLAIMANT

Claimant Name [redacted] DOB not given Day Phone [redacted]

Address [redacted] Eve. Phone [redacted]

City West Babylon State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant

☐ Owner Same as Claimant

Owner Name [redacted] DOB [redacted] Day Phone [redacted]

Address [redacted] Eve. Phone [redacted]

City West Babylon State NY Zip Code [redacted] Country United States

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

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

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 4/14/2017 VIN 5N1AT2MV3H[redacted]

Mileage 11041 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 NTB18002 (T32)	◉ Open ○ Closed	3/23/2018

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date Not Given Time 8:30 AM

Location of Incident (describe fully) Claimant unable to provide exact locations. Stated it happens on surface streets usually and on the 495 expressway one time.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV3HC[redacted]

Weather Conditions (Rain/Snow/Dry/Etc.) Clament alleges weather sunny and clear.

Vision obstruction (describe) None given

Temperature at time of incident not given | Parking location prior to time of incident not given

Overnight temperature prior to incident not given | Length of time parked not given

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant): Claimant states vehicle is braking on its own. Claimant states at time of issue, bright yellow display appears in the meter. Claimant states he was able to apply accelerator to be able to disengage system. Claimant states it has happened on the express way. but usually on surface streets. Claimant was unable to provide exact locations of where the issue has occurred. Claimant states it was a clear day and no one in front of Claimant's vehicle. Claimant states the road is a flat road. Claimant stated happened between 8 and 9 am and the sun was in front of vehicle.

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

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

Special Circumstances None given

Actions taken after incident and results of those actions: Accelerator pressed to override system and vehicle continued to be operated normally.

Vehicle Estimated Speed Not Given | Source Claimant | Posted Speed Limit Not Given

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

Witness Present? ○ YES ◉ NO

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

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

#	Allegation	Allegation made by
1	Claimant alleges that the Forward Emergency Braking (FEB) system operates with no obstructions in front of the vehicle.	Claimant

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information Claimant

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV3HC[redacted]

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



Occupant Name [redacted] DOB Given Height 5'8

Address [redacted] West Babylon, NY [redacted] USA Weight 140 lbs

Location Incident Vehicle Seating Position 1 - Driver

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

Nature & Extent of Injuries None

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

Add Occupant | Remove Occupant

☐ No Occupants Comments N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information Claimant

VI. Investigation Results

Date of vehicle inspection 3/16/2018

Location of inspection Nissan 112, Medford NY

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

Vehicle exhibits no sighns 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 - 25, 49 - 58)

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV3HC[redacted]

Engine/ Transmission/ Drivetrain	No abnormalities found. (Please see photos 59 - 71)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found. (Please see photos 69 - 76)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found. (Please see photos 26 - 45)
Seat Belts/ Child Restraints (if applicable)	No abnormalities found. (Please see photos 26 - 45)
Air Bags	No abnormalities found. (Please see photos 26 - 45)

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

N/A

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

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

#	Allegation	Factual Findings
1	Claimant alleges that the Forward Emergency Braking (FEB) system operates with no obstructions in front of the vehicle.	Upon inspection of the vehicle, found vehicle exhibits no signs of impact or collision trauma. Performed diagnostic of control units and found one PAST DTC of C1A16-97 RADAR STAIN stored in the Laser/Radar control unit. Retrieved the FEB OPERATION MILEAGE log and found log contains no history of any FEB operation recorded. As claimant was unable to provide any exact locations of where the incident occurred, DTS drove vehicle 38 miles on surface streets, side streets, and on the expressway. During test drive, operated vehicle on River road in Smithtown and found partial brake application and FEB warning lamps operated when crossing over the train tracks that cross the roadway. Found the train tracks are at the bottom of a hill and are at a steep angle in relation to the downward angle of the roadway which presents the steel tracks at an increased angle to the front of the vehicle. Found that at no other point did any abnormal FEB operation occur.

Add Row | Remove Row

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

Reporter's Signature *Kevin D. Mackay*

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

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV3HC[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)	N/A
Comments	N/A

II. Diagnostic Download and EDR Data

Instructions:

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

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

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV3H[redacted]

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

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	See photo 48
○	◉	Physical damage to camera? (ie. cracks)	See photos 46 - 48
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	See photos 56 - 58
○	◉	Physical damage to radar sensor units? (ie. cracks)	See photos 56 - 58, 66 - 68
◉	○	Electrical connection to radar module firmly seated?	See photos 66 - 68
◉	○	Electrical connection to camera module firmly seated?	See photos 46 - 47
○	○		

End of Form

*Name your file while saving.

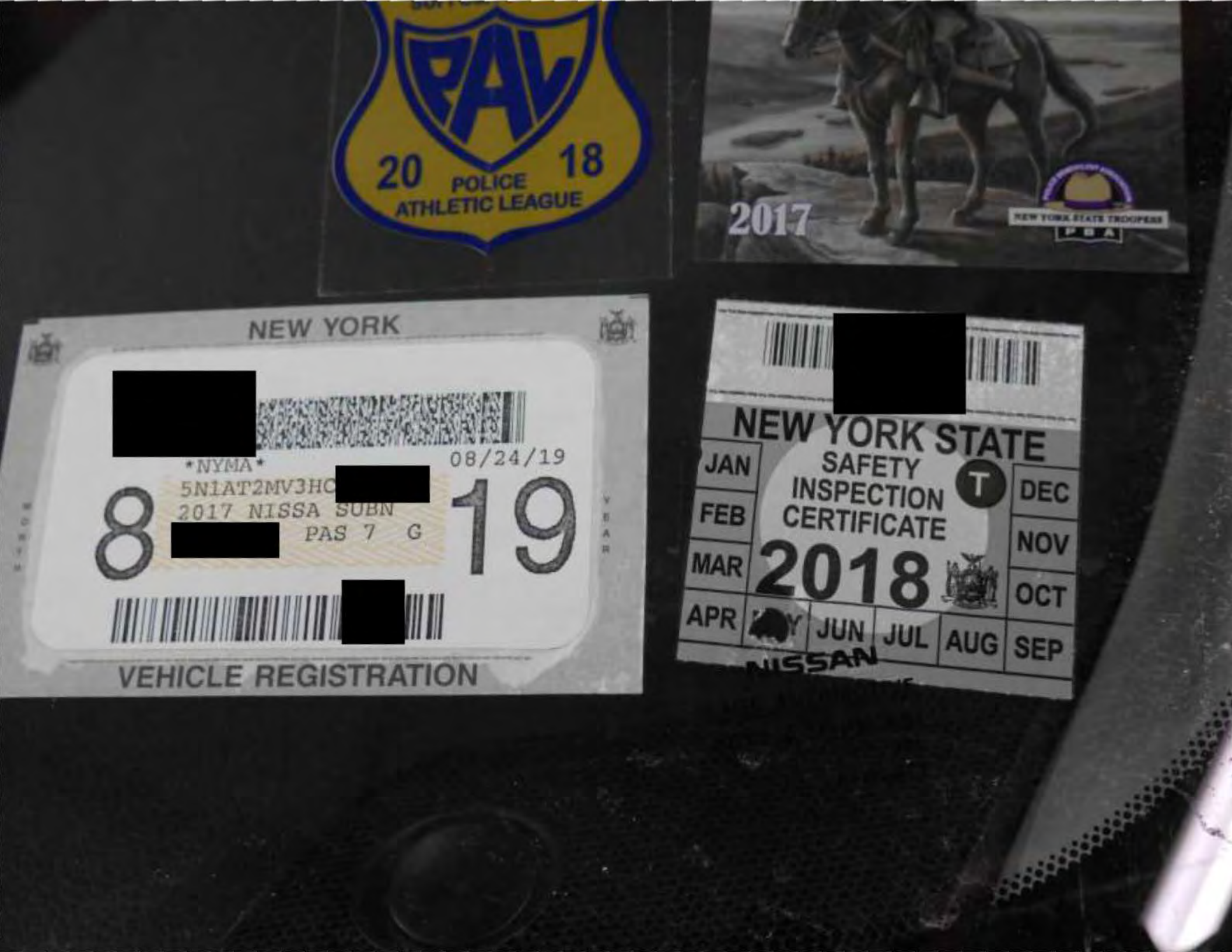
Save Form & Finish Later — Save form with unlocked fields to finish later.

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


12:42 PM
42 °F
No Warnings
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7
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MPH
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100
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1


Challenger Lifts


5N1AT2MV3HC


PAL
20 POLICE 18
ATHLETIC LEAGUE
2017
NEW YORK STATE TROOPERS
PBA
NEW YORK
NYMA
08/24/19
5N1AT2MV3HC
2017 NISSA SUBN
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VEHICLE REGISTRATION
NEW YORK STATE
SAFETY
INSPECTION
CERTIFICATE
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2018
JAN
FEB
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NOV
DEC
NISSAN

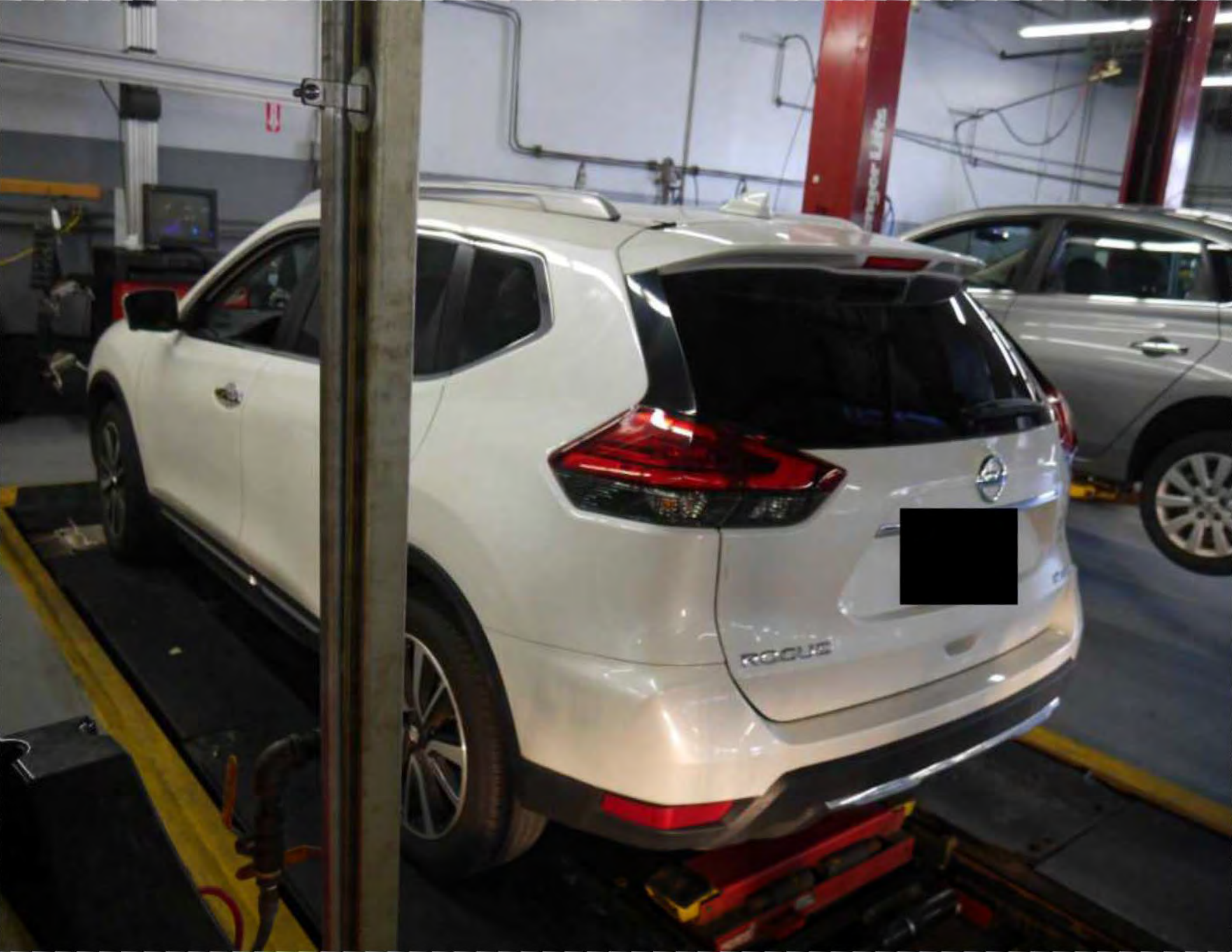

MFD BY NISSAN MOTOR CO., LTD.
DATE: 04/17
GVWR: 2122 KG
4679 LB
GAWR FR.: 1072 KG
2363 LB
WITH 225/55R19 TIRES
19 X 7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR.: 1089 KG
2401 LB
WITH 225/55R19 TIRES
19 X 7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO
ALL APPLICABLE FEDERAL
MOTOR VEHICLE SAFETY AND
THEFT PREVENTION
STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE
SHOWN ABOVE.
SNIAT2MV3HC
MPV
MODEL: T0BNLSWT32EUAC--A-
COLOR: QAB TRIM: Z 25J0A


10:19 AM
11041 miles








ROGUE


ROGUE
SL AWD


SL AWD




































ROGUE

ROGUE












Poland Spring










ROGUE










BJ
DO NOT DROP
1708500150D20
1025206


BJ
DO NOT DROP
DXO
284G3 6FL0B
1708500160DXO
234130-254
TRW 1025206








NISSAN


NISSAN


NISSAN



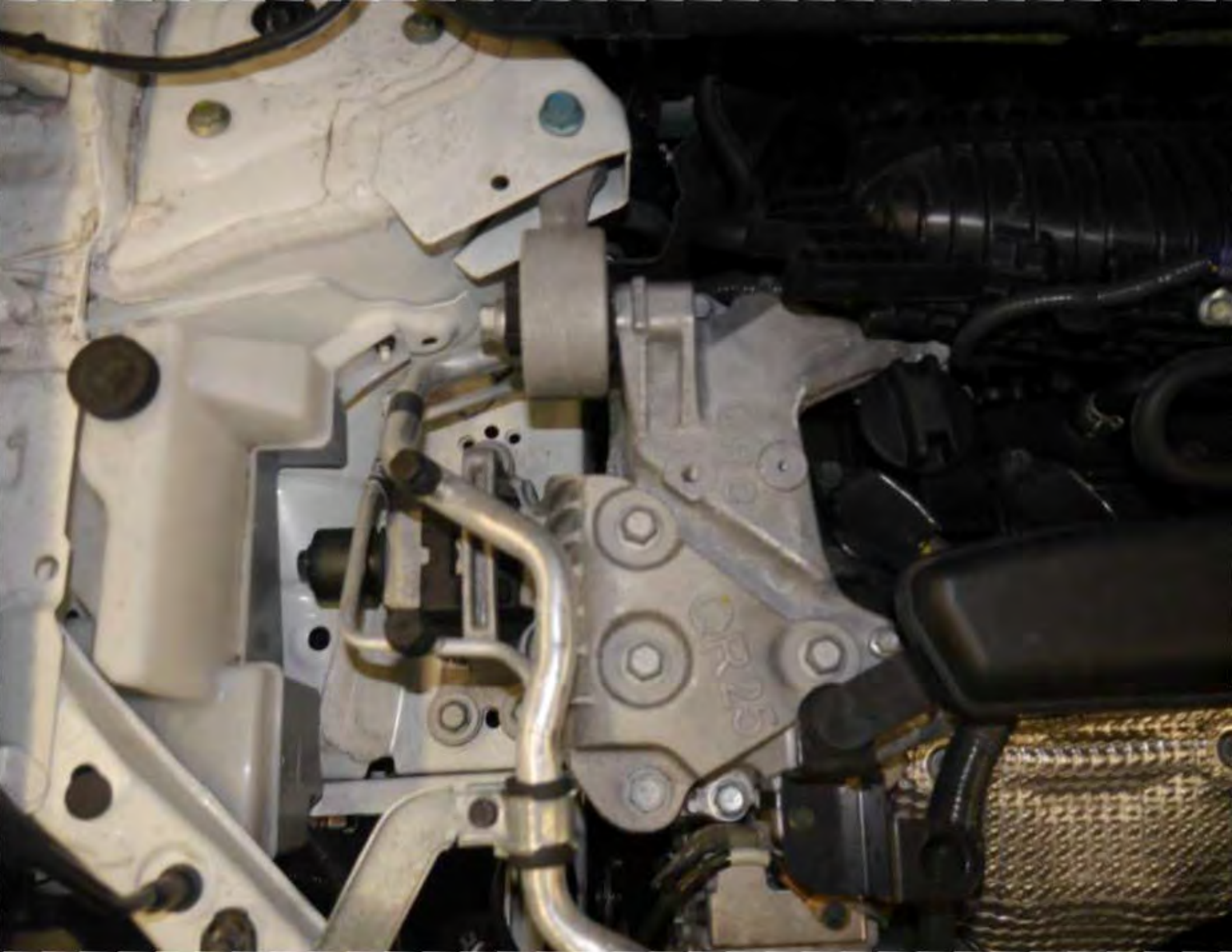





NISSAN





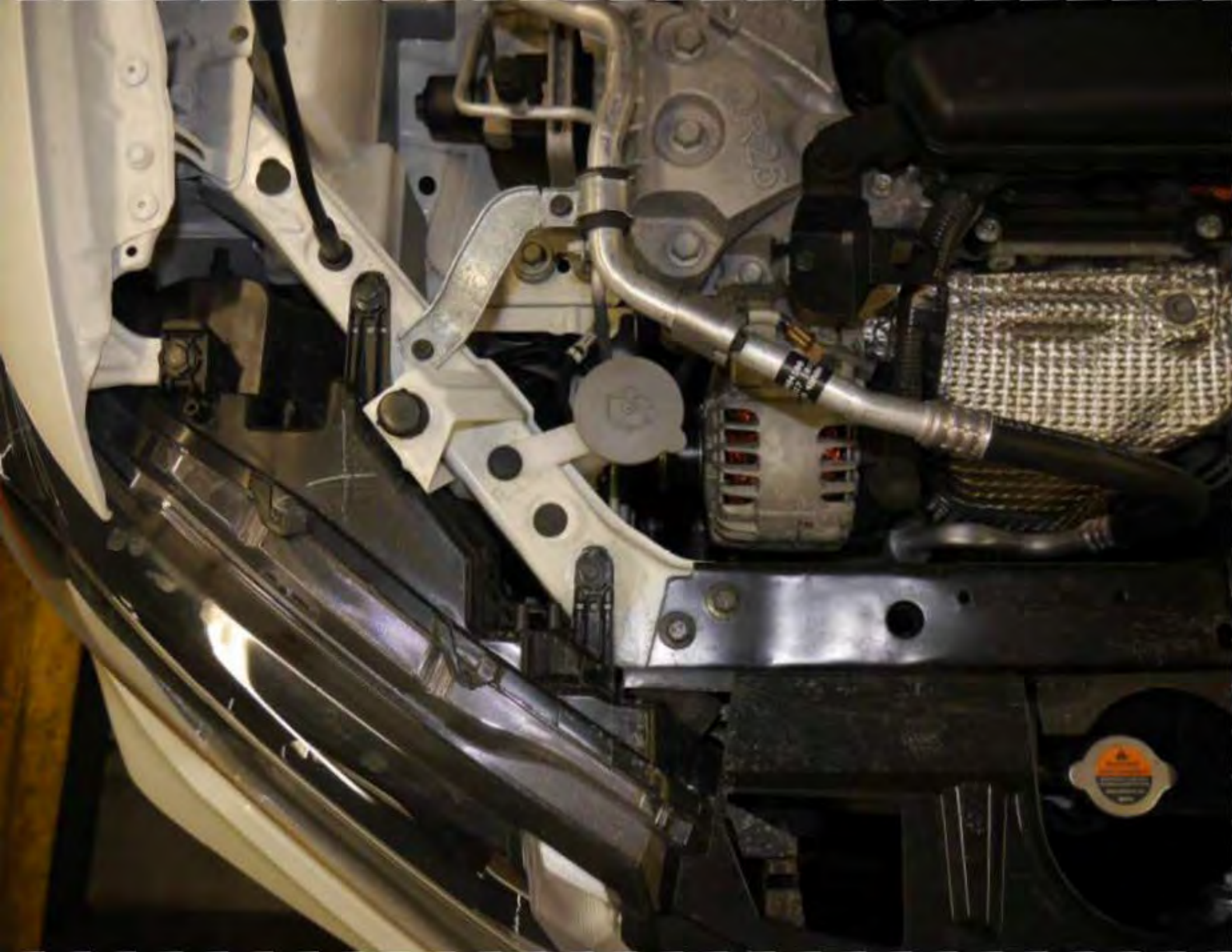







CAUTION / ATTENTION



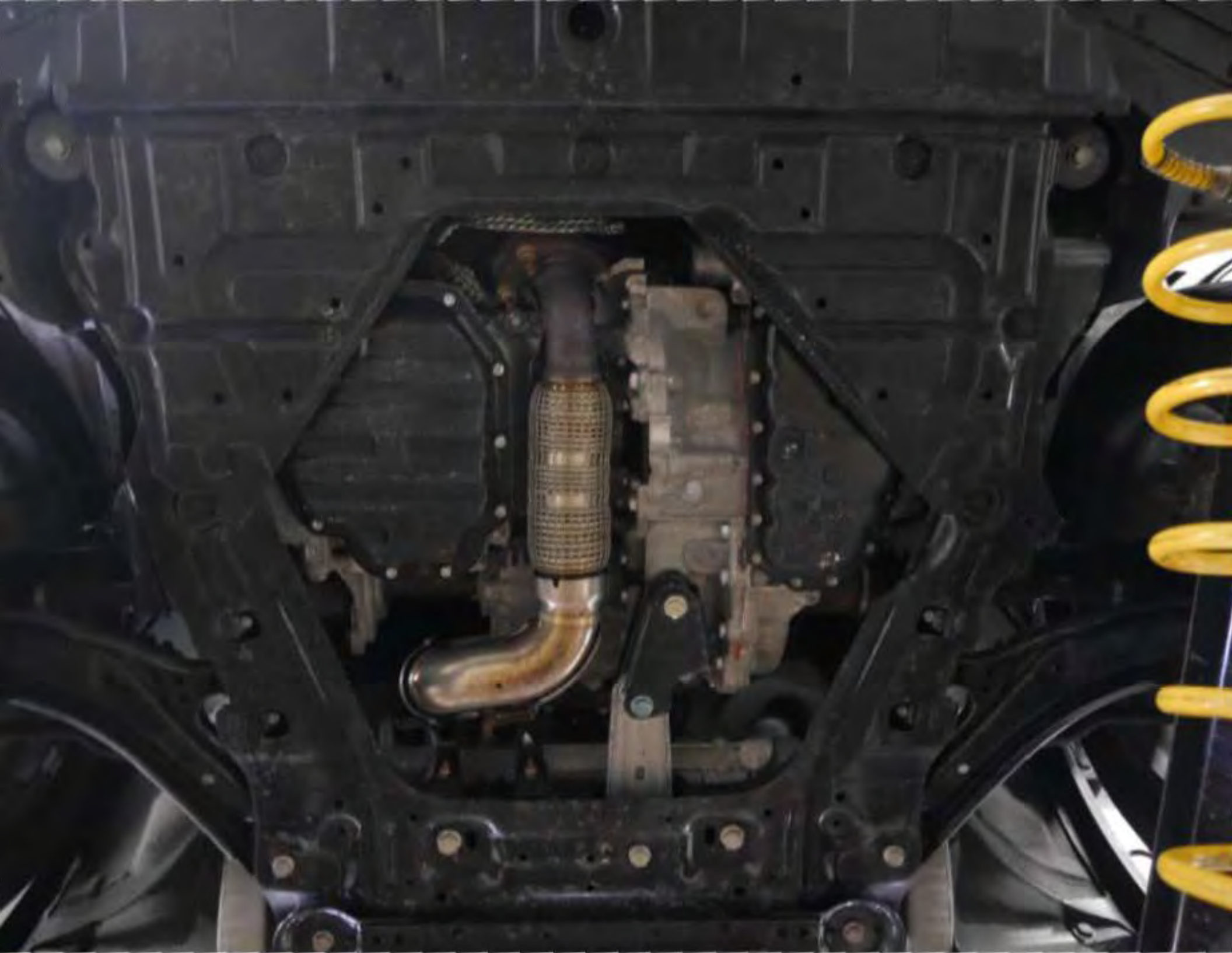

























10:34 AM
33°F
Safety Shield
OK = Settings
P
38
11041 miles
RPMx1000
MPH
km/h


10:34 AM
33°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
38
11041 miles
RPMx1000
MPH
km/h
1/2


10:35 AM
33°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
38
11041 miles
RPMx1000
MPH
km/h
H
1/2


10:35 AM
33°F
Driving Aids
Emergency Brake
Lane
Blind Spot
P
38
11041 miles
RPMx1000
MPH
km/h
1/2


10:35 AM
33°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
38
11041 miles
RPMx1000
MPH
km/h
1/2


10:35 AM
33°F
Parking Aids
Moving Object
Cross Traffic
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38
11041 miles
RPMx1000
MPH
km/h
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10:35 AM
33°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
38
11041 miles
RPMx1000
MPH
km/h
1/2


10:35 AM
33°F
Chassis Control
Trace Control
Engine Brake
P
38
11041 miles
RPMx1000
MPH
km/h
1/2



Search

Samaritan Potter Help & Training

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

Vehicle
5N1AT2MV3HC[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [1] | Warranty Cases [1] | Cases [2] | Service History [22] | Vehicle Service Contracts [2] | Vehicle History [2] | DTS Field Inspections [1]

Vehicle Detail

There is an open vehicle campaign for this vehicle.

VIN	5N1AT2MV3HC[redacted]		
Last Modified By	NNAETL, 3/23/2018 6:08 AM	Branded Title	
Created By	NNAETL, 4/15/2017 11:06 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	10,000	MSRP	$35,685
Latest Recorded Mileage Units	M		
In Service Date	5/31/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	4/14/2017
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	PEARL WHITE	Emissions Certification	
Cylinders		Open Recall	✓
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	C03E10K03P01U35X03Z66		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), E10 (PREMIUM PAINT $), K03 (PLATINUM PACKAGE), 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) SHIANNE MALDONADO

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

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	VRS[redacted]	[redacted]	GARDEN CITY NISSAN	NMAC lease	ROGUE	5/31/2017	

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

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]	2/16/2018 9:06 AM		10,000	Open	0	[redacted]
| Edit | Cls	[redacted]	CA	[redacted]	10/24/2017 11:46 AM	10/24/2017 1:13 PM	3,400	Closed	0	[redacted]

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]	*FRONT DOOR FINISHER	FW	8/21/2017	1,982	[redacted]	5175	[redacted]	1
	SRH-[redacted]		PD	5/5/2017	5	NP NISSAN OF GARDEN CITY	5563	[redacted]	1
	SRH-[redacted]	STOP LAMP SWITCH	FW	12/11/2017	4,010	[redacted]	2214	[redacted]	1
	SRH-[redacted]	SIDE MARKER (CLEARANCE)BULB	FW	12/11/2017	4,010	[redacted]	2214	[redacted]	2
	SRH-[redacted]		C	1/16/2018	4,105	[redacted]	5175	[redacted]	
	SRH-[redacted]		C	1/16/2018	4,105	[redacted]	5175	[redacted]	
	SRH-[redacted]		I	12/11/2017	4,010	[redacted]	2214	[redacted]	
	SRH-[redacted]		I	12/11/2017	4,010	[redacted]	2214	[redacted]	
	SRH-[redacted]		W	12/11/2017	4,010	[redacted]	2214	[redacted]	
	SRH-[redacted]		W	12/11/2017	4,010	[redacted]	2214	[redacted]	
	SRH-[redacted]		I	10/25/2017	3,421	[redacted]	2214	[redacted]	
	SRH-[redacted]		W	10/25/2017	3,421	[redacted]	2214	[redacted]	
	SRH-[redacted]		I	8/23/2017	1,985	[redacted]	5175	[redacted]	
	SRH-[redacted]		I	8/21/2017	11	[redacted]	5563	[redacted]	
	SRH-[redacted]		I	8/14/2017	1,985	[redacted]	5175	[redacted]	
	SRH-[redacted]		I	8/14/2017	1,985	[redacted]	5175	[redacted]	
	SRH-[redacted]		C	8/14/2017	1,985	[redacted]	5175	[redacted]	
	SRH-[redacted]		W	8/10/2017	1,982	[redacted]	5175	[redacted]	
	SRH-[redacted]		I	6/7/2017	10	[redacted]	5563	[redacted]	
	SRH-[redacted]		I	5/5/2017	5		5563	[redacted]	
	SRH-[redacted]		W	5/5/2017	5		5563	[redacted]	
	SRH-[redacted]		I	5/4/2017	5	Value City Auto Grou	5563	[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	Masapequa	Nissan	[redacted]	100	9/25/2017	5/31/2019	40,000
[redacted]	Sec+Plus Gold Pref	[redacted]	[redacted]	[redacted]	100	5/31/2017	8/31/2020	39,000

Vehicle History

Vehicle History Help

Date	User	Action
3/2/2018 7:01 AM	NNAETL	Changed **Open Recall** from false to **true**.
4/15/2017 11:06 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

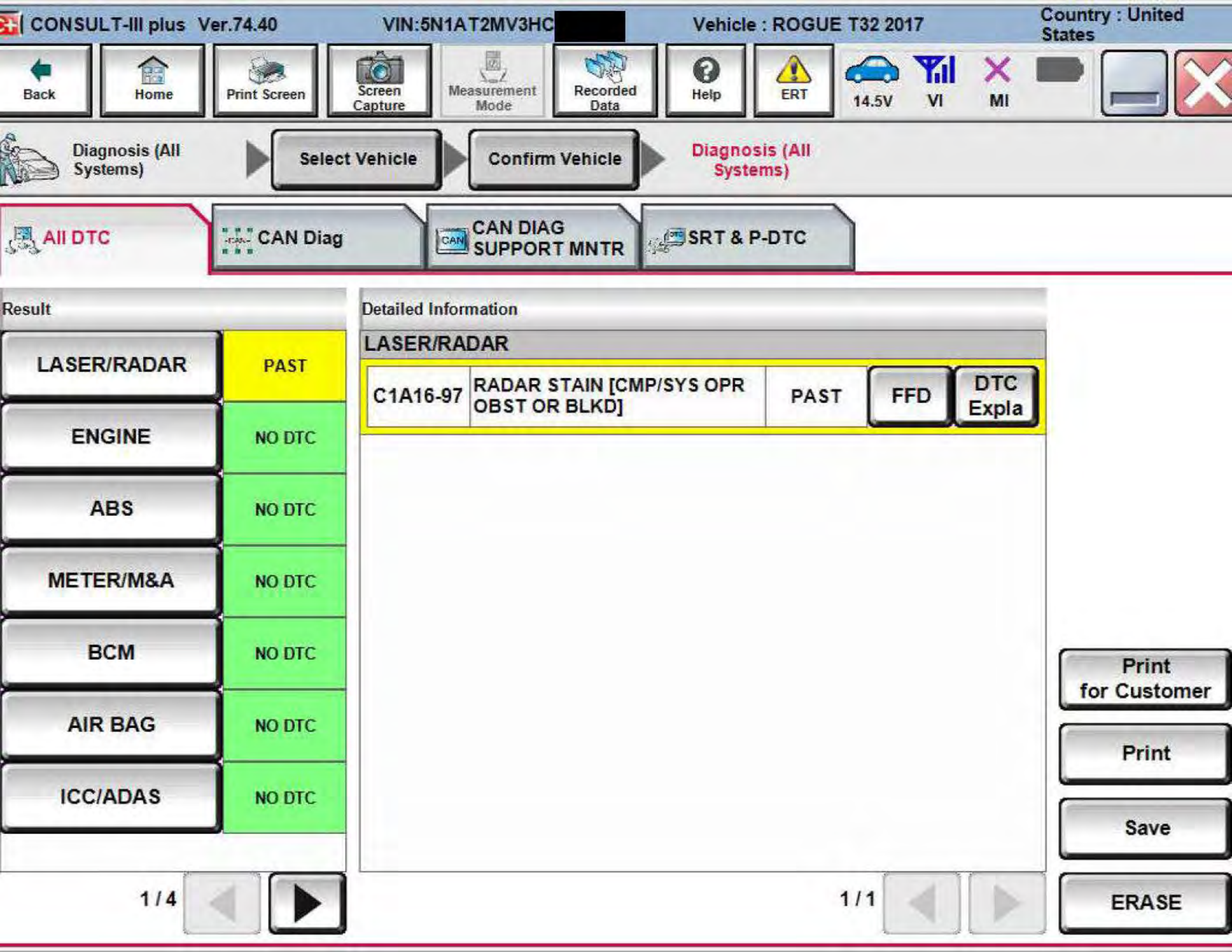
DTS Field Inspections Help

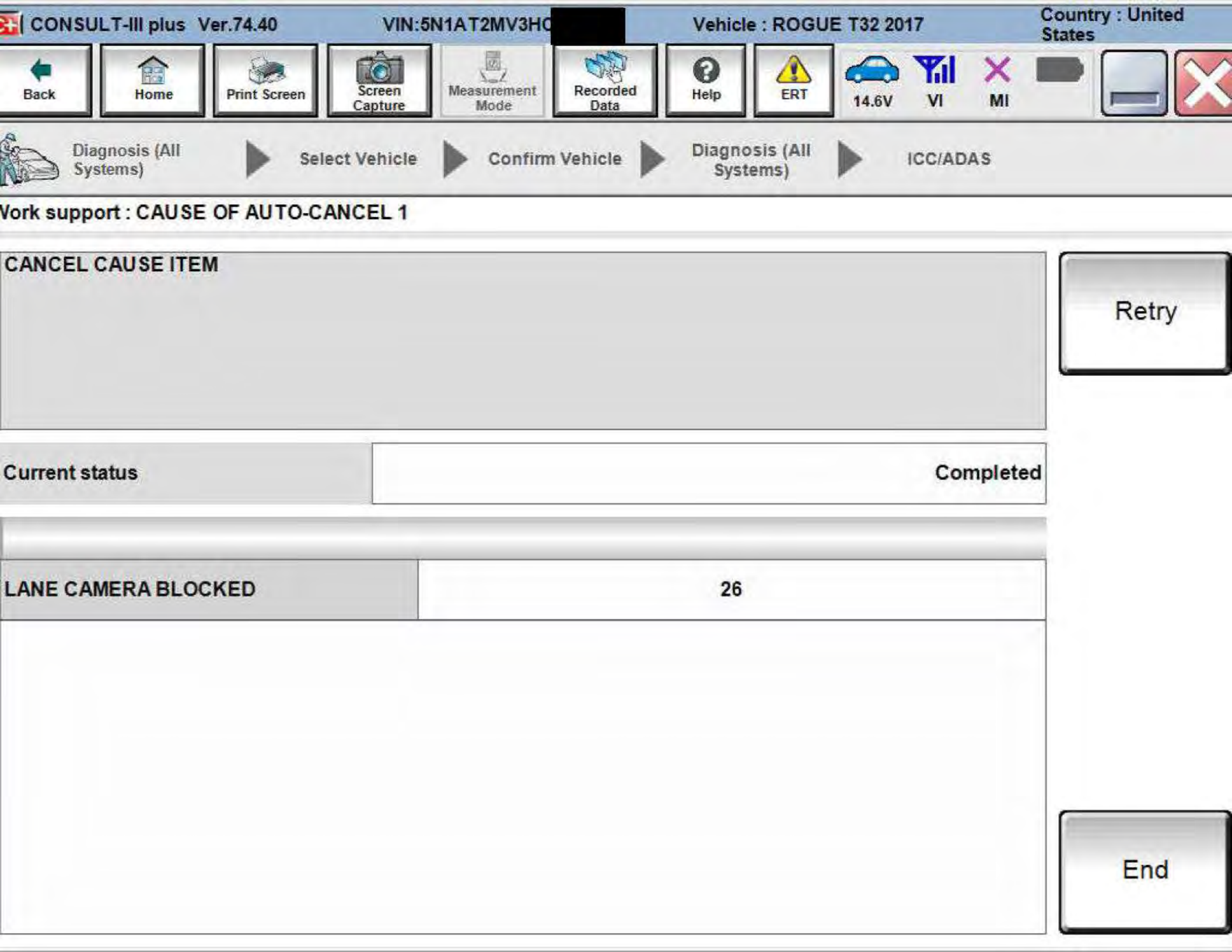
Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	3/2/2018	[redacted]	Kevin	MacKay	NER	3/16/2018 12:00 PM	3/23/2018 6:28 AM

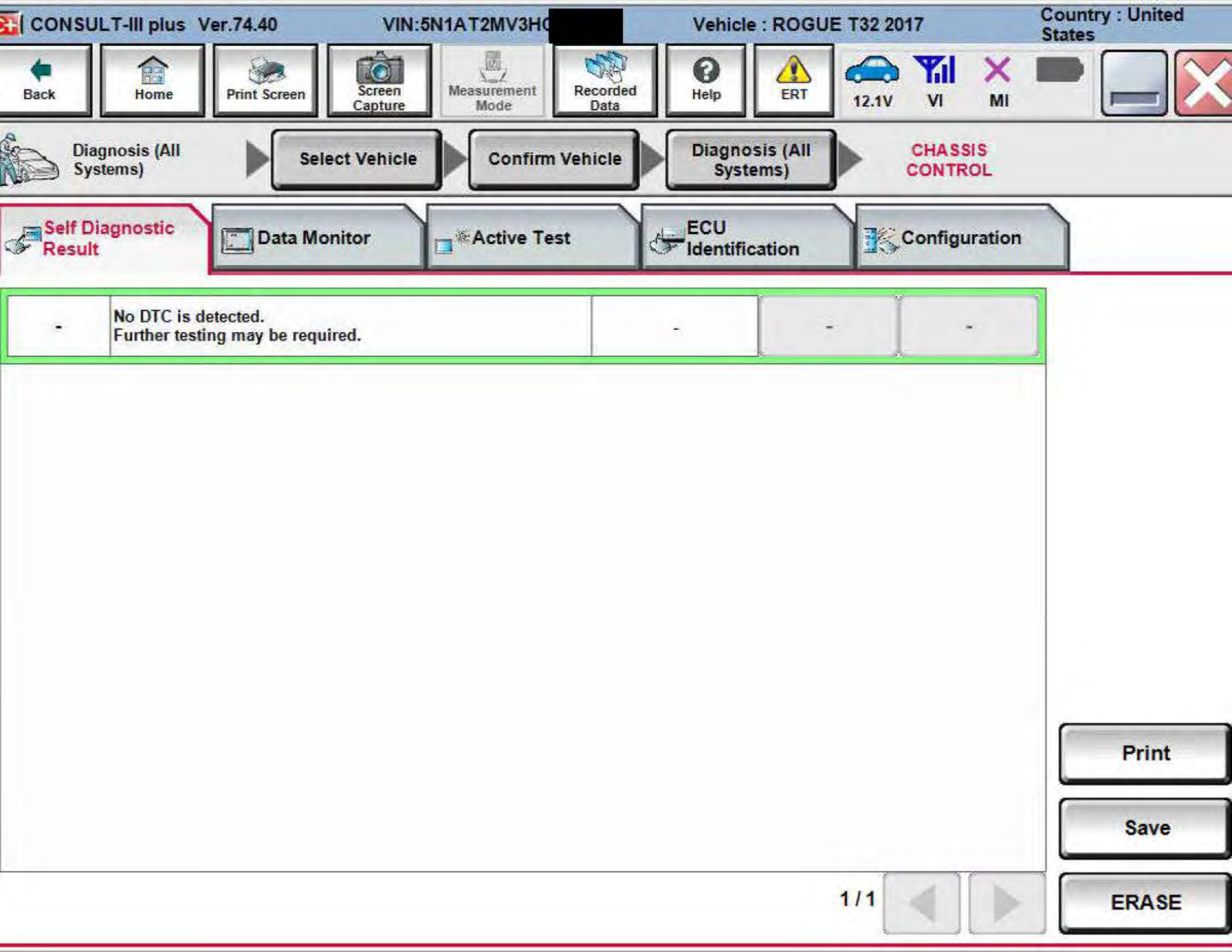
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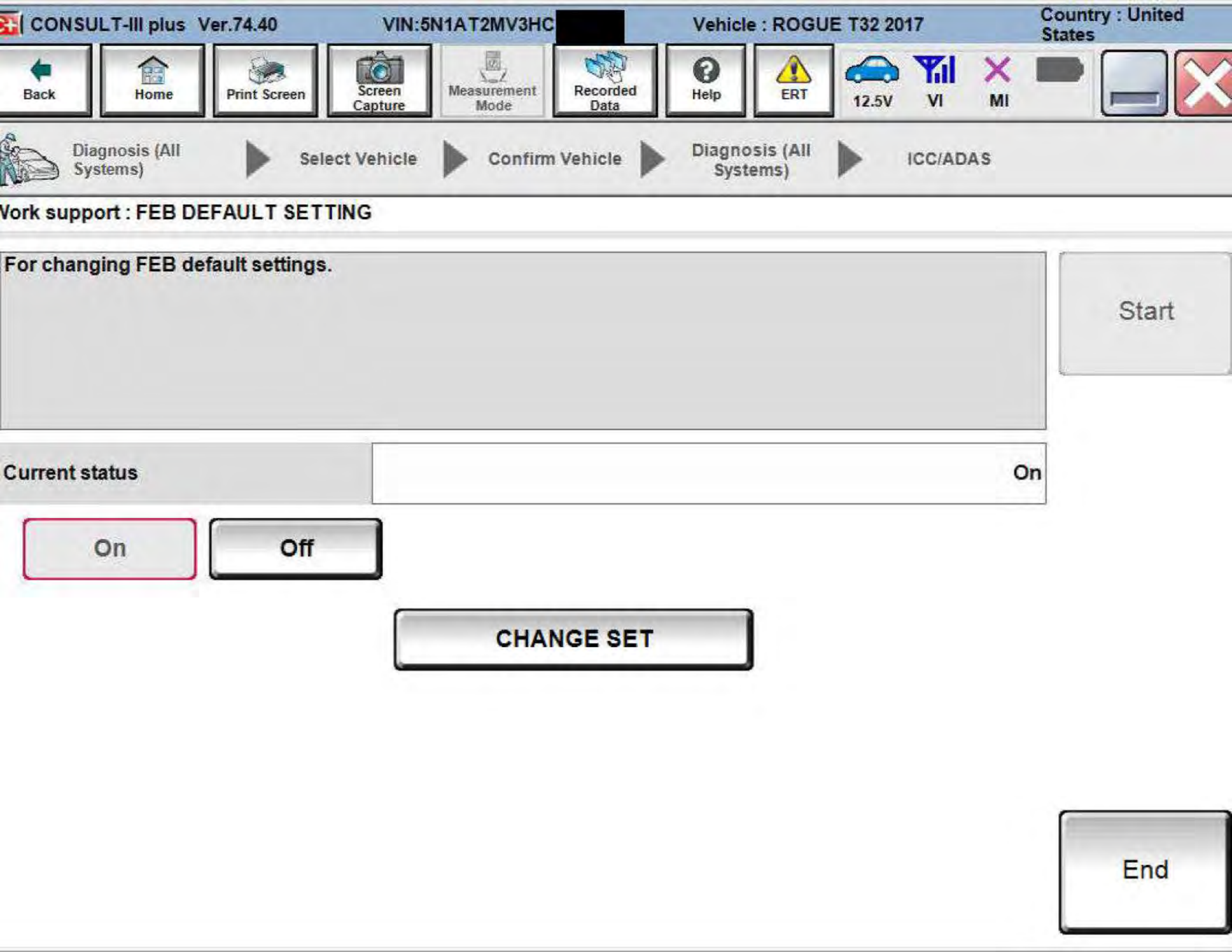
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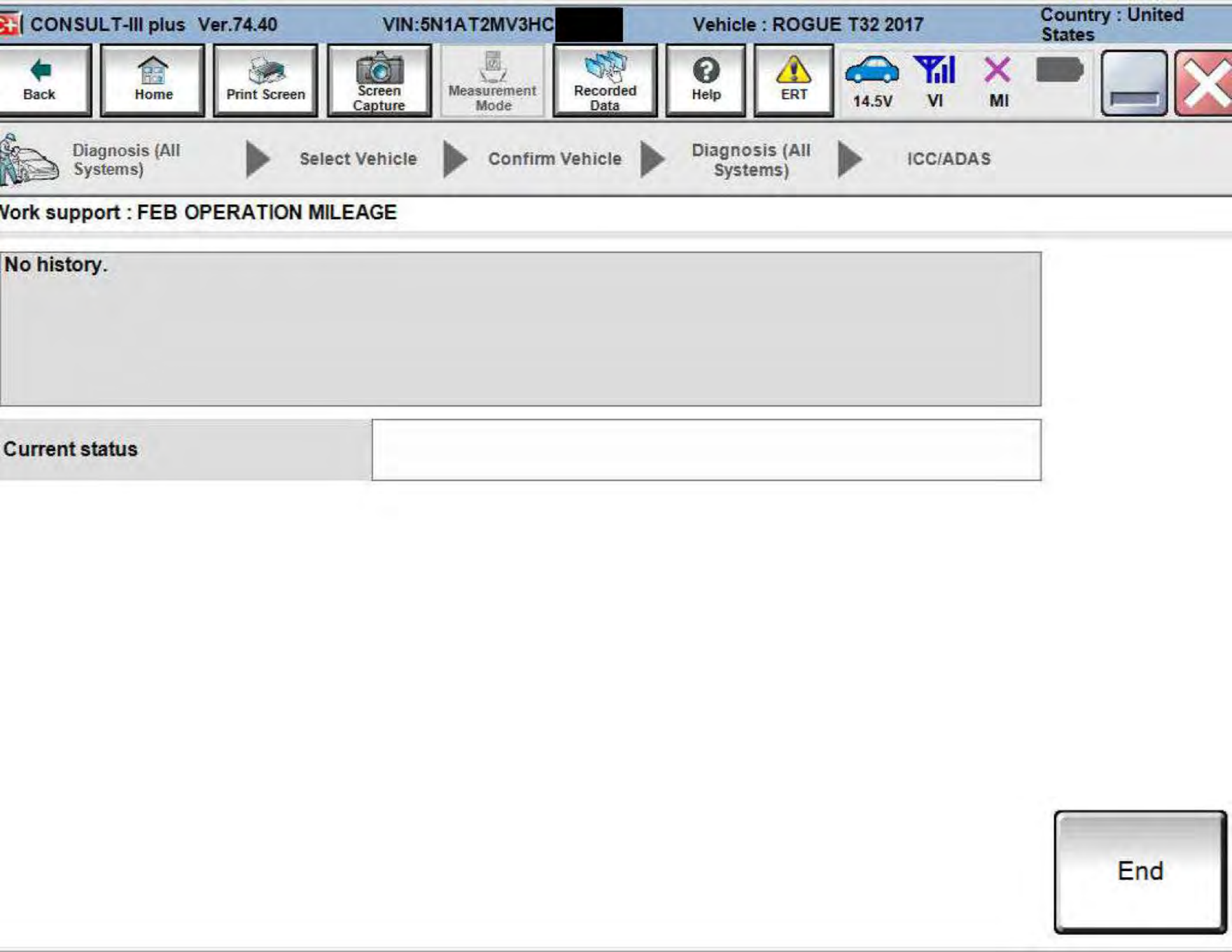
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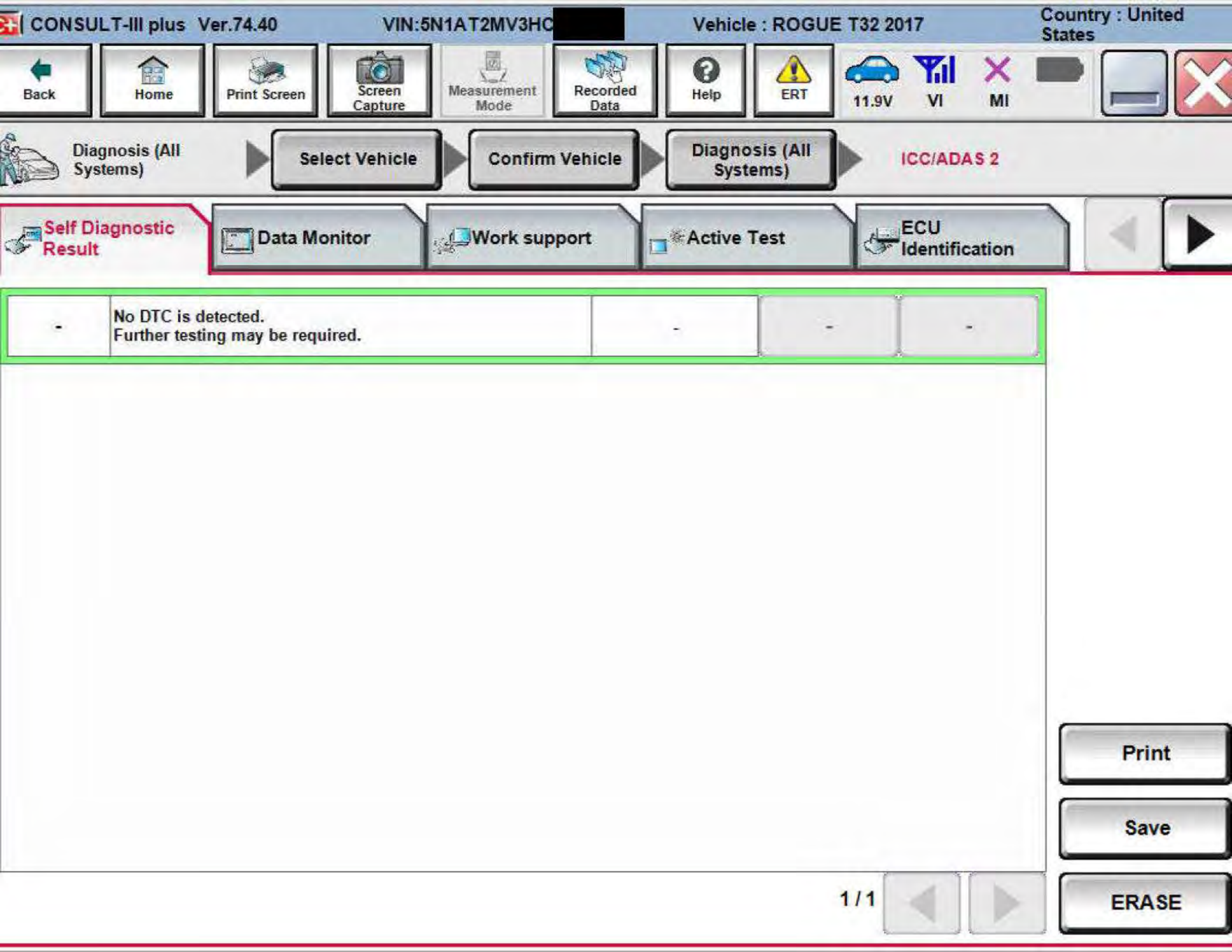

CONSULT-III plus Ver.74.40
VIN:5N1AT2MV3HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT 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

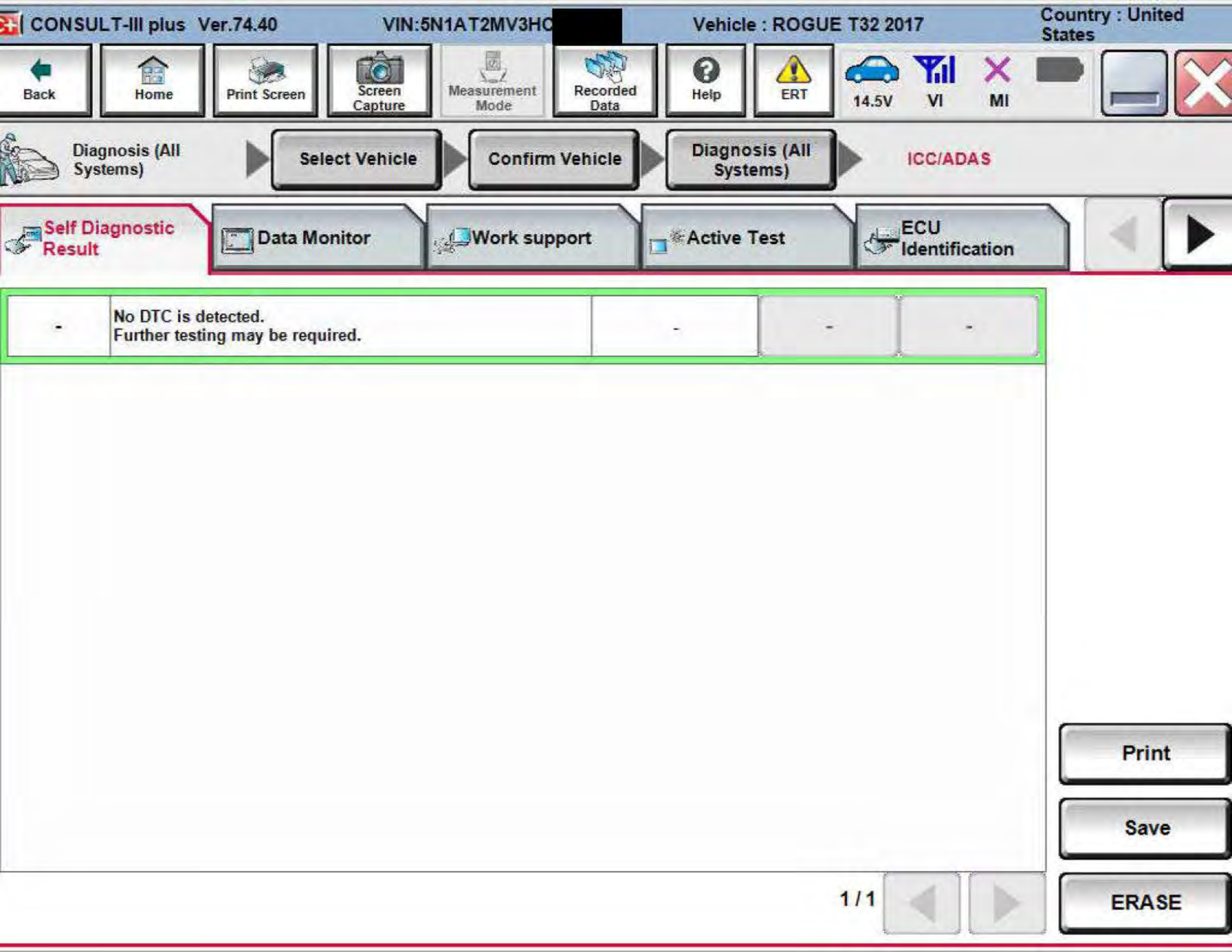

CONSULT-III plus Ver.74.40
VIN:5N1AT2MV3HC
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
LANE CAMERA BLOCKED
26
End

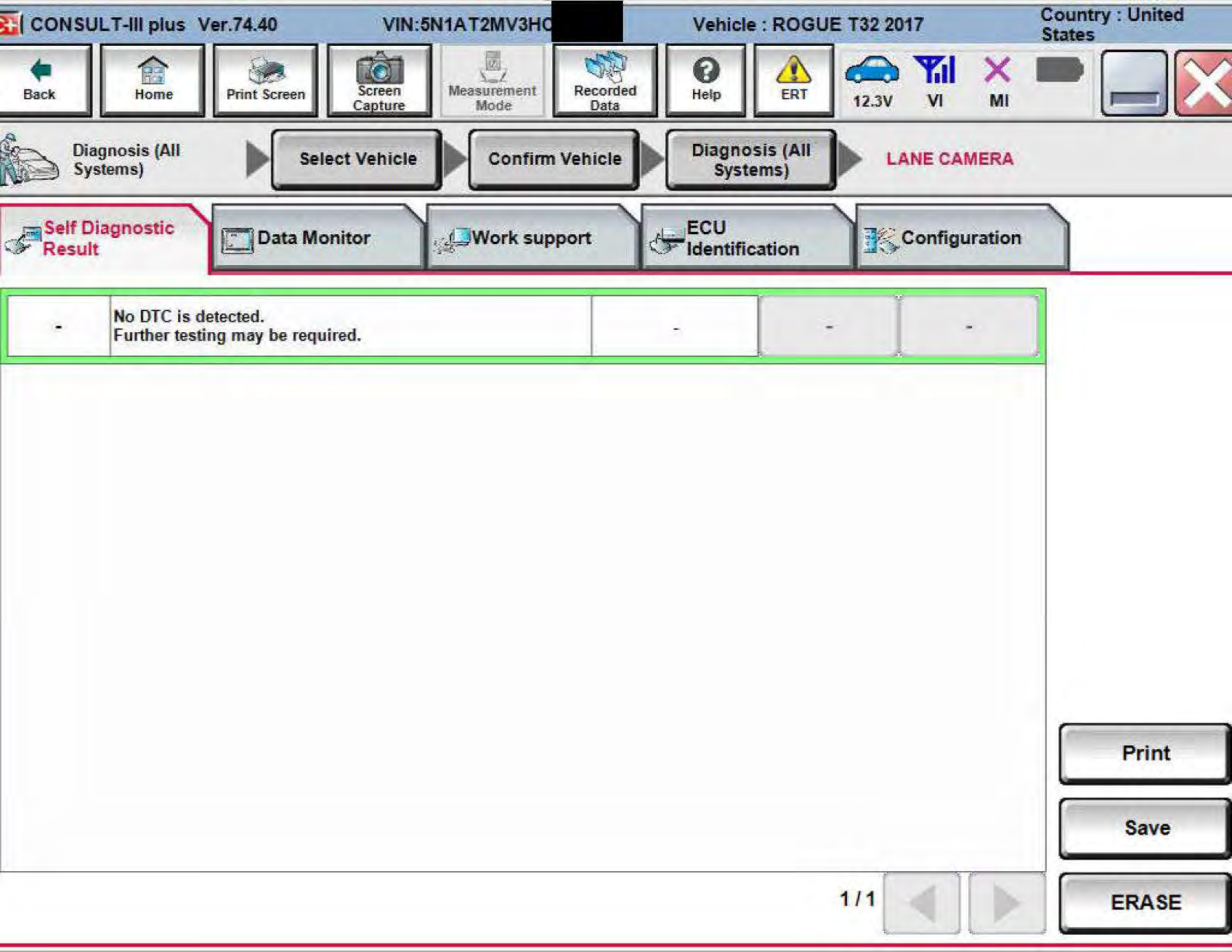

CONSULT-III plus Ver.74.40
VIN:5N1AT2MV3H[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1

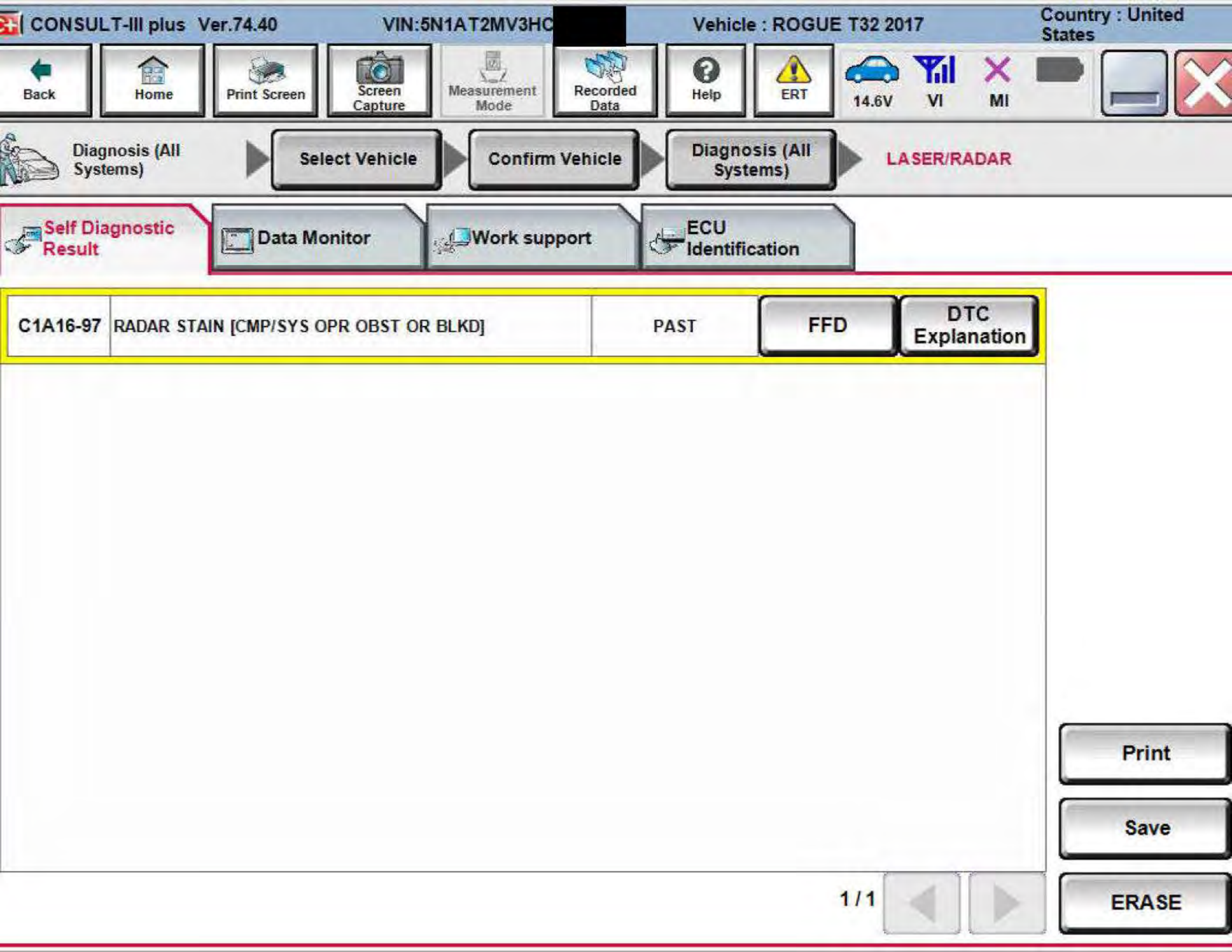

CONSULT-III plus Ver.74.40
VIN:5N1AT2MV3HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End


CONSULT-III plus Ver.74.40
VIN:5N1AT2MV3HC[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
No history.
Current status
End


CONSULT-III plus Ver.74.40
VIN:5N1AT2MV3HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
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.74.40
VIN:5N1AT2MV3HC
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
1 / 1
ERASE


CONSULT-III plus Ver.74.40
VIN:5N1AT2MV3HC
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.3V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LANE CAMERA
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.74.40
VIN:5N1AT2MV3HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
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