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	JN8AT2MV9JW[redacted]
User	KEVIN D MACKAY
Case Number	[redacted]
EDR Data Imaging Date	03/27/2018
Crash Date	01/29/2018
Filename	JN8AT2MV9JW[redacted]_ACM.CDRX
Saved on	Tuesday, March 27 2018 at 13:54:21
Imaged with CDR version	Crash Data Retrieval Tool 17.7
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.7
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). This data will not be available for all vehicles.
- "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_r007

DTCs at Time of Retrieval

None

Hexadecimal Data

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
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Disclaimer of Liability

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV9JW[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 Centereach State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2018 Model Name Rogue Mfg. Date 10/21/2017 VIN JN8AT2MV9JW[redacted]

Mileage 304 License # [redacted] State NY Country United States

Special equipment & accessories None

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

Number	Description	Status	Date
N/A	None	○ Open ○ Closed	4/8/2018

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 1/29/2018 Time 11:16 AM

Location of Incident (describe fully) Nichols Road, North of interstate 347 as well as in the parking garage of Stony Brook University Hospital.

Weather Conditions (Rain/Snow/Dry/Etc.) Dry, overcast skys.

Vision obstruction (describe) None given.

Temperature at time of incident 39.0°F Parking location prior to time of incident Not Given

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV9JW[redacted]

Overnight temperature prior to incident: 39.0°F
Length of time parked: Not Given

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant): Claimant states that there has been 3 separate incidents. Claimant states that the issue has happened in the on Nichols Road which is a large open road just North of Interstate 347 and twice in parking garage of Stony Brook University Hospital. Claimant states there wasn't any cars, overpasses, or railroad tracks in front of claimant's vehicle at the time of incident. Claimant states that at the time of the FEB operation, their vehicle came to a very slow speed and then stopped. Claimant states following stop claimant could then move forward. Claimant states that claimant couldn't accelerate when their vehicle was trying to stop. claimant stated that the FEB light would come on at the time of incident. Claimant states that she has never hit anything or had anything in front of claimant at time of the FEB operation.

Relation to Roadway (on-road, off-road, left side, right side): On roadway, Right side / in parking structure
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 be operated, vehicle then brought into dealer.

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 undesired Forward Emergency Braking operates with no objects or obstructions in front of the vehicle.	Claimant

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV9JW[redacted]

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



Occupant Name [redacted] DOB [redacted] Height 5'6

Address [redacted] Centereach, NY [redacted] Weight 145

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 3/27/2018

Location of inspection Smithtown Nissan

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

Vehicle exhibits no signs of impact trauma or collision.

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

Photos taken by Kevin D Mackay # Photos 83

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

Exterior/Body No Abnormalities found. (Please see photos 6 - 38)

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV9JW[redacted]

Engine/ Transmission/ Drivetrain	No Abnormalities found. (Please see photos 39 - 46)
Underbody/ Suspension/ Steering/ Wheels & Tires	No Abnormalities found. (Please see photos 50 - 57)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No Abnormalities found. (Please see photos 58 - 77)
Seat Belts/ Child Restraints (if applicable)	No Abnormalities found. (Please see photos 58 - 77)
Air Bags	No Abnormalities found. (Please see photos 58 - 77)

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

N/A

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

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

#	Allegation	Factual Findings
1	Claimant alleges that undesired Forward Emergency Braking operates with no objects or obstructions in front of the vehicle.	Upon inspection, found that the vehicle exhibits no signs of impact trauma or collision. Performed C3+ diagnostic of control units and found no past or present diagnostic trouble codes stored in any control units. Upon review of FEB OPERATION MILEAGE LOG, found there is no history of FEB operation stored. Found CDR data indicates no impacts or collisions recorded. Upon inspection of Laser Radar sensor and Camera unit, found both connectors fully seated and connected as designed. Found no obstructions or trauma to either the Laser Radar sensor or Camera unit. DTS drove vehicle 11 miles and was unable to duplicate any abnormal FEB operation during test drive.

Add Row | Remove Row

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

Reporter's Signature *Kevin D. Mackay*

Reporter's Name & Region
Kevin D. Mackay
Dealer Technical Specialist operating in the NorthEast region.
Nissan North America.

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV9JW[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 JN8AT2MV9JW[redacted]

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

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	Please see photos 81 - 82.
○	◉	Physical damage to camera? (ie. cracks)	Please see photos 77 - 80.
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Please see photos 36 - 38.
○	◉	Physical damage to radar sensor units? (ie. cracks)	Please see photos 36 - 38, 46 - 49.
◉	○	Electrical connection to radar module firmly seated?	Please see photos 46 - 49.
◉	○	Electrical connection to camera module firmly seated?	Please see photos 77 - 80.
○	○		

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 [24] | Case Categorizations [1] | Open Activities [1] | Activity History [2] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [1] | Case History [24] | Emails [0]

Case Detail

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

Account Name	[redacted]	Case Number	[redacted]
Contact Email	[redacted]	Case Owner	Samantha Dixon [Change]
Home Phone	[redacted]	Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	2/21/2018 8:55 AM
Letter Received Date		Date/Time Closed	
Follow Up Date	4/23/2018	Multiple Repairs	No
Follow Up Request	Send Follow Up Email		
Supporting Documents		DRT Support Status	Pending
CA Multiple Repairs		DRT Support IIR Status	Accepted
Executive Actions To Resolve		DRT Resolution Status	
Description	IIR - FEB - EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Smithtown Nissan
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Smithtown Nissan
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	148		

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	JN8AT2MV9JW[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22418	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	SMITHTOWN NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	7	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	2/21/2018	Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Primary & Secondary Root Cause Code

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

Action Code

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

DTS Request

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV9JW[redacted]		
Created By	Amaka Okafor, 2/21/2018 8:55 AM	Root Cause Code	
Last Modified By	Samantha Dixon, 4/9/2018 7:37 AM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By: Samantha Dixon (4/9/2018 7:36 AM)** ARBS received email from DTS advising that report has been uploaded to FTP Follow up with PL in 10 business days.
Make Private	✓	**Created By: Samantha Dixon (4/2/2018 8:37 AM)** ARBS sent email to DTS for update on report being uploaded to FTP
Make Private	✓	**Created By: Samantha Dixon (3/22/2018 1:00 PM)** ARBS made outbound call to c[redacted] spoke to c husband. ARBS advised that the inspector was unable to make it to the DLR today due to the weather and is shooting for 3/27 at 1pm for the inspection to take place. C advised that doesnt surprise c that the inspection isnt happening and that this whole issue has been an inconvenience and that NNA doesnt care. ARBS advised that NNA is trying to rectify the concern by conducting an inspection but this was out of the inspectors control that the inspection didnt happen because of the weather. c continued to talk bad about Nissan and how c has been treated. ARBS advised that ARBS will follow up with c once the inspection results are available. call ended mutually
Make Private	✓	**Created By: Samantha Dixon (3/22/2018 12:51 PM)** ARBS Received an email from DTS: So this inspection did not happen again today. We received another two feet of snow here this morning. This case will require a rescheduled. I have a small opening on the 27th of march at 1 pm. Let me know if this works. Regards,
Make Private	✓	**Created By: Samantha Dixon (3/21/2018 7:48 AM)** ARBS made outbound call to c[redacted] spoke to c husband. ARBS had to leave a vcmail ARBS advised that DTS is unable to perform the inspection today due to weather but can do the inspection tomorrow at 10am. ARBS Requested for c to call ARBS back to confirm that c received the vcmail. ARBS provided direct #[redacted].
Make Private	✓	**Created By: Samantha Dixon (3/21/2018 7:48 AM)** ARBS received email from DTS Kevin: Samantha, This case will need to be rescheduled as there is a large snow storm moving through the area today. I can perform thus inspection tomorrow at 10 am. Regards, _____
Make Private	✓	**Created By: Samantha Dixon (3/15/2018 10:16 AM)** ARBS made outbound call to c[redacted] spoke to c husband. ARBS advised that ARBS received c vcmail from yesterday. c stated that the rental veh that c has from the DLR is doing the same thing as c veh that c owns. c stated that c contacted the DLR and was given another Nissan Rogue 2018 which is the same veh that c owns. c stated that the lady that is handling the return of the loaner veh was rude about the veh being returned without the right amount of gas in the veh. c stated that c is extremely mad because of how the c is being treated and that the only veh that NNA has available is Rogues. c stated that the loaner veh that is being provided to c is a base model and doesnt have the amentites that c is paying for. c stated that c feels that c doesnt feel like NNA cares about c. c stated that c is going to do whatever c can do to get out of c lease veh. c stated that there is something wrong with Nissans system is the base model nissan is having the same issues. c stated that its not c fault that the vehicles are defective. c stated that c doesnt want to ever drive a nissan again and wants to leave the brand. ARBS apologized for the experience that c has had with the veh and the brand.

ARBS advised that NNA is not in control over the dealers and that the dealers are independently owned and operated and that NNA cant control the dealer
ARBS advised that c case will be reviewed at the end of the inspection on the option of getting out of c lease.

c stated that c better get out of c lease or c will fight NNA until c does get out of the lease and leave Nissan all together.

ARBS understood
ARBS advised that ARBS will follow up with c once the inspection is completed and the results are available.

call ended mutually

Make Private

Created By: Samantha Dixon (3/14/2018 3:24 PM)
ARBS received vcmail form C requesting a call back and advising that c has been treated horribly by NNA

Make Public

Created By: Christine Shackleton (3/14/2018 10:55 AM)
**********CASE CORRECTION**********

In case notes C refers to Cs husband Richard Browne
Cs husband called on Cs behalf

Make Public

Created By: Christine Shackleton (3/14/2018 10:53 AM)
****** [CASE SUMMARY] ******

CRR-CS leaving case to ARBS for follow up
CRR-CS emailed ARBS

Make Public

Created By: Christine Shackleton (3/14/2018 10:52 AM)
CRR-CS < VERIFIED> Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-CS CHECKED for previous UNRELATED Case(s) and found: 0
CRR-CS CHECKED previous RELATED Case(s) and found: 1
CRR-CS NOTED concern is: RCAS follow up

CRR-CS received inbound call from C

C stated RCAS is not calling C back
C is going to try and get rid of Nissan now
C stated C was told C could be out of a VEH for 10 weeks
C stated the rental VEH is having the same problem that Cs VEH had
C stated VEH is coming to stop randomly
C stated RCAS has not responded back at all
C stated C feels C is being treated like garbage by NNA

CRR-CS stated case ownership has changed to another specialist, Samantha
CRR-CS offered to transfer C to ARBS VMX

C agreed

CRR-CS stated CRR-CS will email ARBS

C agreed

CRR-CS asked if there is anything else CRR-CS can help with.

C declined

CRR-CS provided C with agent ID: [redacted] and case number [redacted]

C understood

CRR-CS transferred C to ARBS VMX

Make Private

Created By: Kyra Walton (3/12/2018 8:42 AM)
RCAS-KW entering case to make notes in regards to VMX received.

RCAS-KW received VMX from C in regards to case.
RCAS-KW noting that in VMX C stated that ran into an issue with the loaner that C was provided.
RCAS-KW noting in VMX that C stated C was very unhappy with how C is being treated.
RCAS-KW forwarded VMX to ARBS for further review.

RCAS-KW exiting case.

Make Private

Created By: Samantha Dixon (2/28/2018 2:37 PM)
ARBS made outbound call to SMITHTOWN NISSAN [redacted] LEFT A VCMAIL FOR ANDREW SERVICE MANAGER.

ARBS advised that C has contacted NNA alleging a manufactures defect on the veh for the FEB and is requesting an inspection to be completed.
ARBS advised that the DTS inspection will be done on 3/21 @ 10am
ARBS provided direct # [redacted]

Make Private

Created By: Samantha Dixon (2/28/2018 2:32 PM)
ARBS made outbound call to c [redacted] spoke to c husband.

ARBS advised that the earliest date of inspection will be 3/21 @ 10am.
ARBS advised that ARBS will contact the DLR to advise of the inspection date.

c is complaining about the loaner veh that the DLR has put c in.
c stated that the veh has no electrical windows, no GPS nothing.
c stated that c will never buy another Nissan veh.
c stated that c is paying to much money to be driving a piece

ARBS apologized for the inconvenience of the loaner veh but that is based off the inventory of the DLR And that NNA has no control over what the DLR provides to c.

c stated that its unacceptable and that c should be receiving better service from NNA.

ARBS apologized for c frustrations.

call ended mutually

Make Private

Created By: Samantha Dixon (2/27/2018 9:41 AM)
ARBS SUBMITTED DTS REQUEST

Created By: Samantha Dixon (2/27/2018 9:34 AM)
ARBS made outbound call to c [redacted] spoke to c husband.
ARBS requested 20-30 mins to complete IIR probe.

c stated that there has been 3 separate incidents.
c stated that c has only had the veh for 1 week.
c stated that c returned the veh back to the Nissan dealer.
c stated that c hasnt had the veh for almost 2 weeks.
c stated that c still owns the veh and is in a loaner, in a lower end model Rogue loaner.
c stated that c was told by the DLR to turn the FEB off every time c drove the veh c was doing that and then the DLR told c to take the veh back to the DLR.
c stated that the malfunctioned has happened in the on Nichols Road which is a large open road just North of Interstate 347 and twice in parking garage of Stoney Brooke University Hospital.

Make Private	c stated there wouldnt be any cars in front of c, over passes, no railroad tracks. c stated that at the time of the FEB malfunctioned the veh would come to a very slow speed and then stop and then c can then go. c stated that c couldnt accelerate when the veh was trying to stop the braking. c stated that the FEB light would come on at the time of malfunction. c stated that c has never hit anything or had anything in front of c at time of the FEB malfunctioning. c stated that c has been working with John at the DLR. c stated that c is wanting the veh fixed or have the veh replaced. c stated that c is wanting a loaner that is exactly like c veh and that c is wanting NNA to cover lease payments. ARBS advised that NNA would be interested in inspecting the vehicle. ARBS advised that the inspection process is 6-8 weeks, 2-4 weeks for the inspection to be completed and 2-4 weeks for the results to be made available. ARBS advised that c can stay in the loaner veh from the DLR and as for a different one c will have to take that up with the DLR as that is the DLR inventory. ARBS advised that c is still financially responsible for the lease payments but c case can be reviewed at the end of the process for compensation of payments but not guaranteed. c understood. ARBS advised that ARBS will follow up with c once the inspection date is available. c understood. call ended mutually
Make Private	**Created By: Samantha Dixon (2/26/2018 1:01 PM)** **********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********
Make Private	**Created By: Kyra Walton (2/23/2018 12:08 PM)** RCAS-KW placed outbound call to C on #[redacted] RCAS-KW VERIFIED C's name, home & email address, concern, phone RCAS-KW ADVISED "This call may be recorded for quality and training purposes." RCAS-KW VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History RCAS-KW CHECKED for open recalls/campaigns and found: 0 RCAS-KW CHECKED for previous UNRELATED Case(s) and found: 0 RCAS-KW CHECKED previous RELATED Case(s) and found: 0 RCAS-KW spoke to C's husband Robert Browne. RCAS-KW referred to C's husband as C. RCAS-KW advised that RCAS-KW is C's case manager and point of contact for C. RCAS-KW stated RCAS-KW understands that C is having concerns with FEB system. C understood and state yes. C stated that C purchased the VEH back in January and that a week after purchase the VEH started having issues with the FEB. RCAS-KW understood and apologized to C. RCAS-KW informed C that RCAS-KW will begin IIR report for C. RCAS-KW informed C that C will receive contact within 3 business steps on what the next step is for C. C understood and thanked RCAS-KW. RCAS-KW understood and asked C to explain incident. C understood. C stated VEH is brand new and C's wife was driving on Nichols Road which is a large open road and VEH braked. C stated that the weather was normal no snow or rain. C stated that C's wife does not feel safe driving VEH. RCAS-KW understood and apologized to C. RCAS-KW asked C how would C like for NNA to assist. C understood and stated that C wants VEH to be safe and fixed or replaced. RCAS-KW understood and informed C that C will receive response in 3 business days. C thanked RCAS-KW for assistance. Call Ended Mutually.
Make Public	**Created By: DeHenry Kidd (2/23/2018 11:51 AM)** C requesting assistance with forward emergency braking system.
Make Public	**Created By: Christine Shackleton (2/23/2018 10:26 AM)** CRR-CS < VERIFIED> Account information including: C's name, home & e-mail address, phone number & best contact number CRR-CS CHECKED for previous UNRELATED Case(s) and found: 0 CRR-CS CHECKED previous RELATED Case(s) and found: 1 CRR-CS NOTED concern is: RCAS follow up CRR-CS received inbound call from C C stated C has 2018 Rogue that is at DLR now C stated C doesn't know what is wrong with VEH C stated RCAS left C VMX C called RCAS back 5 minutes later and didn't get hold of RCAS C stated RCAS called Cs cell C called RCAS back 4 or 5 times C stated [redacted] is best contact number CRR-CS apologized for this CRR-CS stated CRR-CS will email RCAS CRR-CS offered to transfer C to RCAS C agreed CRR-CS asked if there is anything else CRR-CS can help with. C declined CRR-CS provided C with agent ID:[redacted] and case number[redacted] C understood CRR-CS closing case. Call ended mutually. CRR-CS transferred C to RCAS VMX
Make Private	**Created By: Kyra Walton (2/22/2018 8:41 AM)** RCAS-KW placed outbound call to C on bc[redacted] RCAS-KW left VMX for C with case #, contact # and work hours. RCAS-KW setting follow up for 2/23/18.

Created By: Kyra Walton (2/22/2018 8:35 AM)
RCAS-KW placed outbound call to Smithtown Nissan.
RCAS-KW spoke to SM-Mike.

Make Private

SM stated that C came in about a week ago for issues with the FEB system and DLR was unable to duplicate issues C was having.
SM stated that C has been turning the system off and no codes and VEH is operating as it should.
SM advised that usually DTS are requesting to come out and look at the VE now and requested a DTS apt for C.

SM sent over copy of Open RO that is attached to case.

Created By: Amaka Okafor (2/21/2018 9:03 AM)
**********CASE SUMMARY**********

Make Public

Customer is seeking assistance with concerns on VEH brake system

Best contact -[redacted]

Created By: Amaka Okafor (2/21/2018 9:01 AM)
CRR-AO VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-AO VERIFIED VEH info including: VIN#, Current Mileage
CRR-AO CHECKED for open recalls/campaigns and found: 0
CRR-AO CHECKED for previous UNRELATED Case(s) and found: 0
CRR-AO CHECKED for previous RELATED Case(s) and found: 0
CRR-AO NOTED Concern is: VEH concerns on brake system

CRR-AO received inbound call from C

C stated C and wife went into DLR and leased a 2018 rogue
C stated C had VEH for about a week and half
C stated DLR has had VEH

Make Public

C stated C has concerns on corrosion breaking system
C stated VEH brakes on its own with nothing in front of C's VEH
C stated VEH brakes in the middle of the road
C stated DLR is stating that there's nothing wrong with VEH
C stated VEH isnt working properly
C stated wife uses VEH to drive children and move around
C stated wife feels unsafe
C stated C is in a rental car at the moment from Nissan
C stated DLR referred C to NNA CA
C stated C is working with service personnel john
C stated C wants Nissan to find out what's wrong and fix it
C stated C wants VEH replaced if concern is unable to fix VEH

CRR-AO apologized
CRR-AO advised C that concerns are noted and case would be forwarded to RCAS for review
CRR-AO advised C that C would be contacted before EOB 2/22/2018

C agreed
C denied further assistance
C thanked CRR-AO for information provided

CRR-AO gave C CRR-AO first name & ID[redacted] as well as 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	BACKUP COLLISION INTERVENTION (BCI)	POOR OR IMPROPER OPERATION	28

Open Activities

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

Action	Subject	Status	Due Date	Type	Action Taken	Name	Assigned To	Last Modified Date/Time	Last Modified By Alias
Edit | Cls	DTS Request[redacted] SMITHTOWN NISSAN	Not Started	3/1/2018				Kevin MacKay	2/27/2018 9:41 AM	ARBS-SD

Activity History

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

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Follow Up[redacted] : SMITHTOWN NISSAN			3/1/2018	Samantha Dixon		Complete	2/27/2018 2:35 PM
Edit | Del	IIR		[redacted]	2/28/2018	Samantha Dixon		Complete	2/26/2018 3:44 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	Kyra Walton, 2/23/2018 11:39 AM	2/23/2018			JN8AT2MV9JW[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	Kevin	MacKay	Completed

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted].pdf	42KB	2/23/2018 11:52 AM	Kyra Walton

Case History

Case History Help

Date	User	Action
4/9/2018 7:37 AM	Samantha Dixon	Changed **Follow Up Date** from 4/9/2018 to **4/23/2018**.
4/2/2018 9:14 AM	Samantha Dixon	Changed **Follow Up Date** from 4/2/2018 to **4/9/2018**.
3/22/2018 1:00 PM	Samantha Dixon	Changed **Follow Up Date** from 3/28/2018 to **4/2/2018**.
3/15/2018 10:16 AM	Samantha Dixon	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] BC VIN: JN8AT2MV9JW[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MV9JW**[redacted].
3/14/2018 10:52 AM	Christine Shackleton	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AT2MV9JW[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **BC VIN: JN8AT2MV9JW**[redacted]
2/28/2018 2:39 PM	Samantha Dixon	Changed **Follow Up Date** from 3/1/2018 to **3/28/2018**.
2/27/2018 9:42 AM	Samantha Dixon	Changed **Follow Up Date** from 2/28/2018 to **3/1/2018**.
2/26/2018 1:01 PM	Samantha Dixon	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AT2MV9JW[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MV9JW**[redacted].
2/23/2018 11:53 AM	DeHenry Kidd	Changed **Follow Up Date** from 2/27/2018 to **2/28/2018**.
2/23/2018 11:52 AM	DeHenry Kidd	Changed **Case Owner** from Kyra Walton to **Samantha Dixon**.
2/23/2018 11:51 AM	DeHenry Kidd	Changed **Description**.
2/23/2018 11:29 AM	Kyra Walton	Changed **Follow Up Date** from 2/23/2018 to **2/27/2018**.
2/23/2018 10:26 AM	Christine Shackleton	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AT2MV9JW[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MV9JW**[redacted].
2/22/2018 8:46 AM	Kyra Walton	Changed **Follow Up Date** from 2/22/2018 to **2/23/2018**.
		Changed **Description**.
2/22/2018 8:35 AM	Kyra Walton	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AT2MV9JW[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MV9JW**[redacted].
2/21/2018 9:05 AM	Amaka Okafor	Changed **Escalated By ID** to [redacted]
		Changed **Case Owner** from Amaka Okafor to **Kyra Walton**.
2/21/2018 9:02 AM	Amaka Okafor	Changed **RHR Started** to **2/21/2018**.
2/21/2018 8:55 AM	Amaka Okafor	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 2/21/2018 to **2/22/2018**.
		Changed **VIN** to **JN8AT2MV9JW**[redacted]
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MV9JW**[redacted]
		Created.

Emails

Send an Email

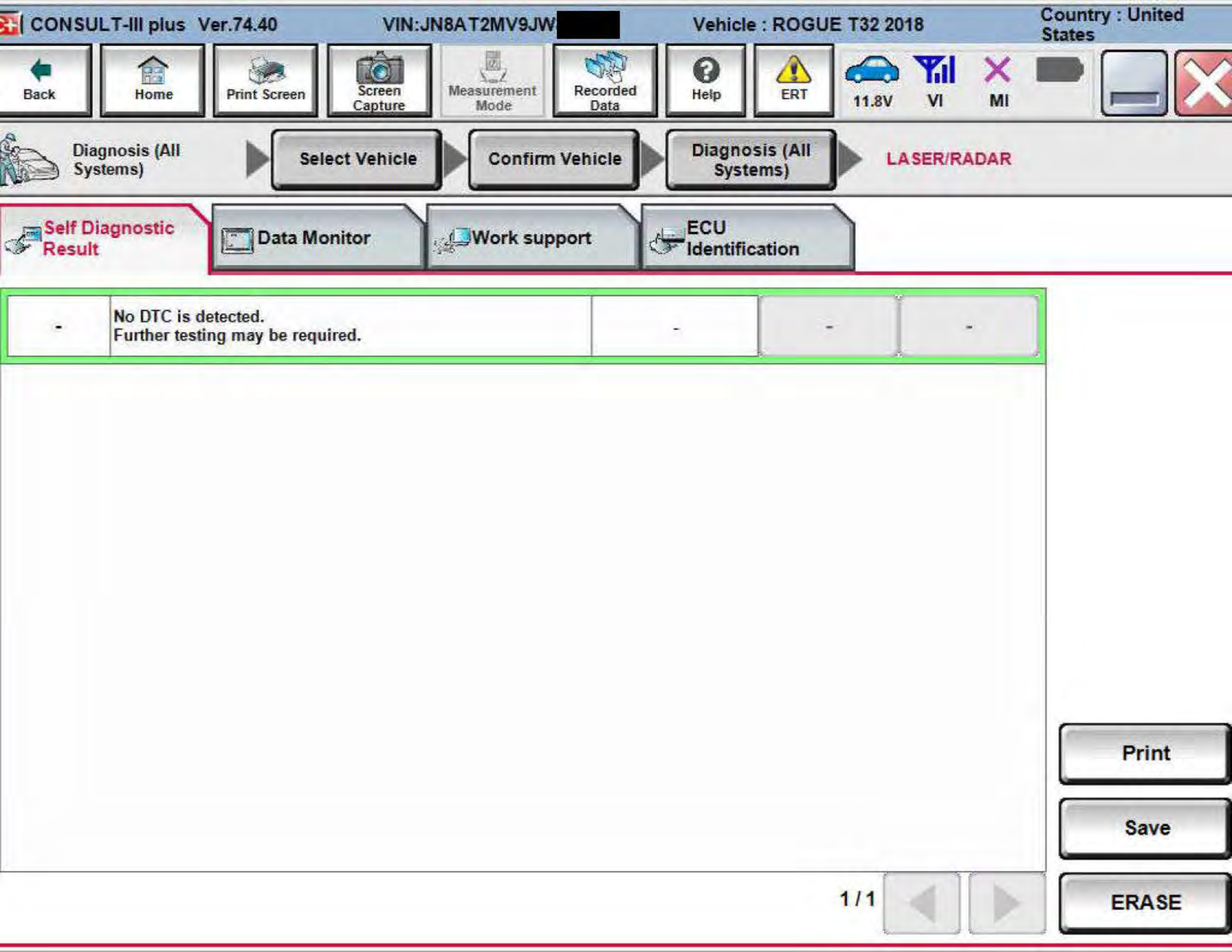
Emails Help

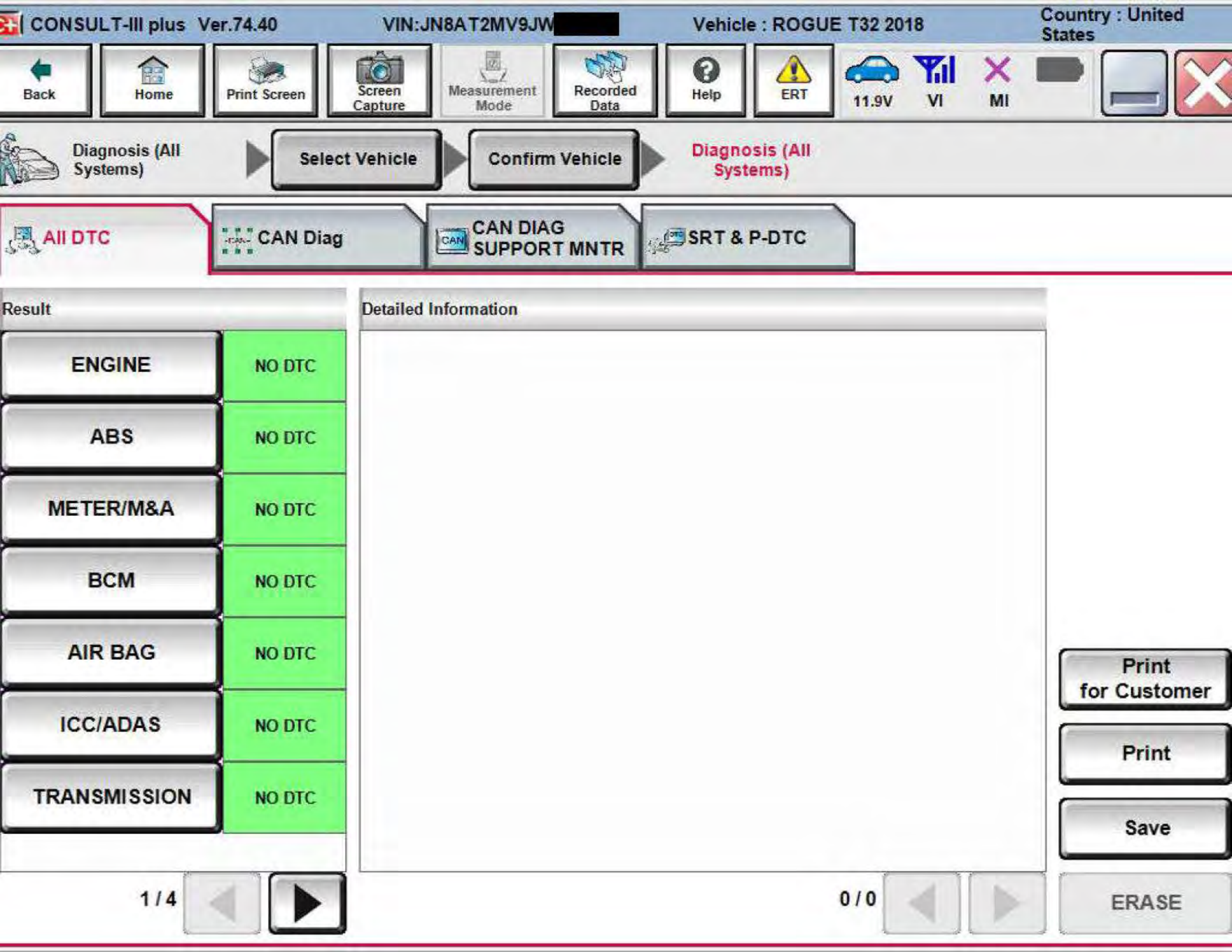
No Emails Available

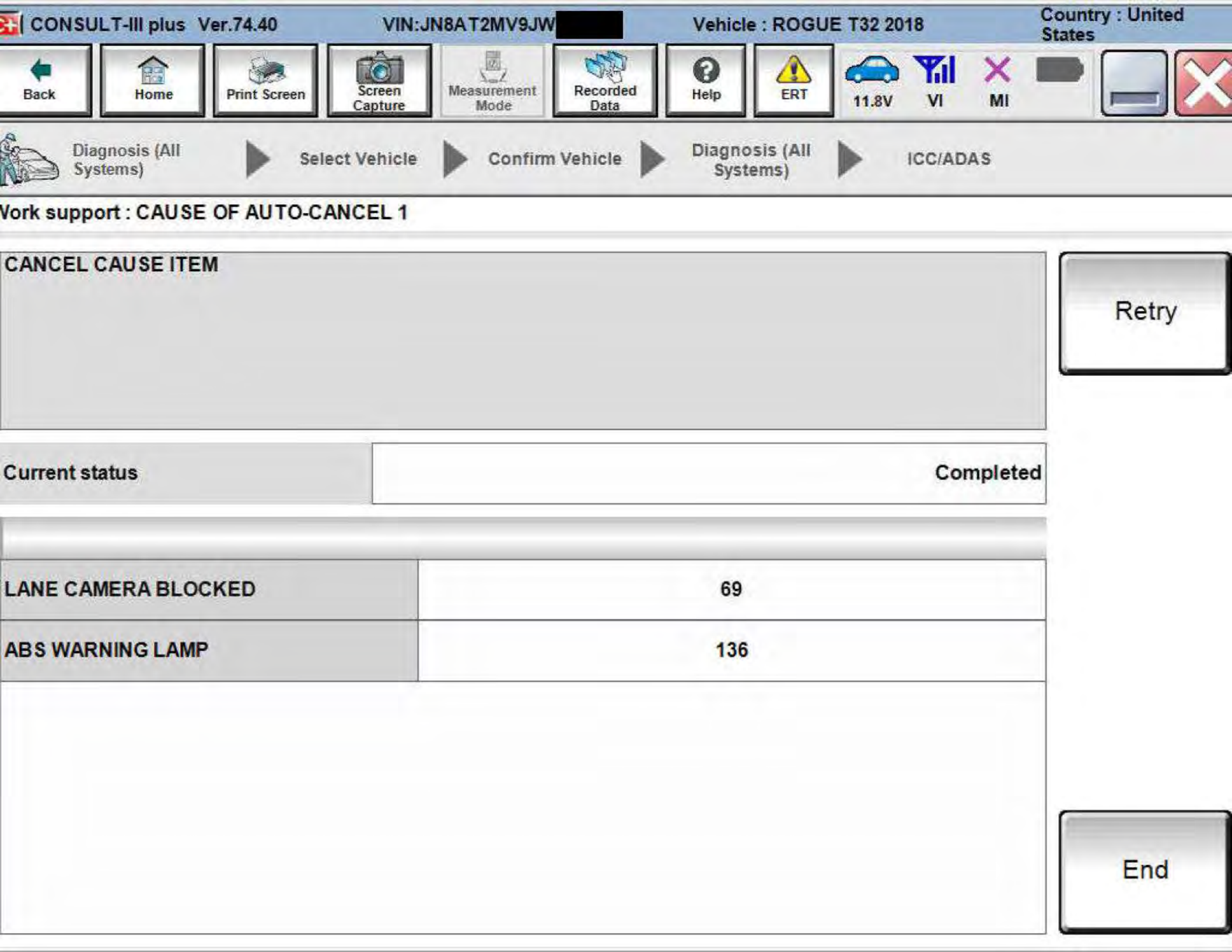
Back To Top

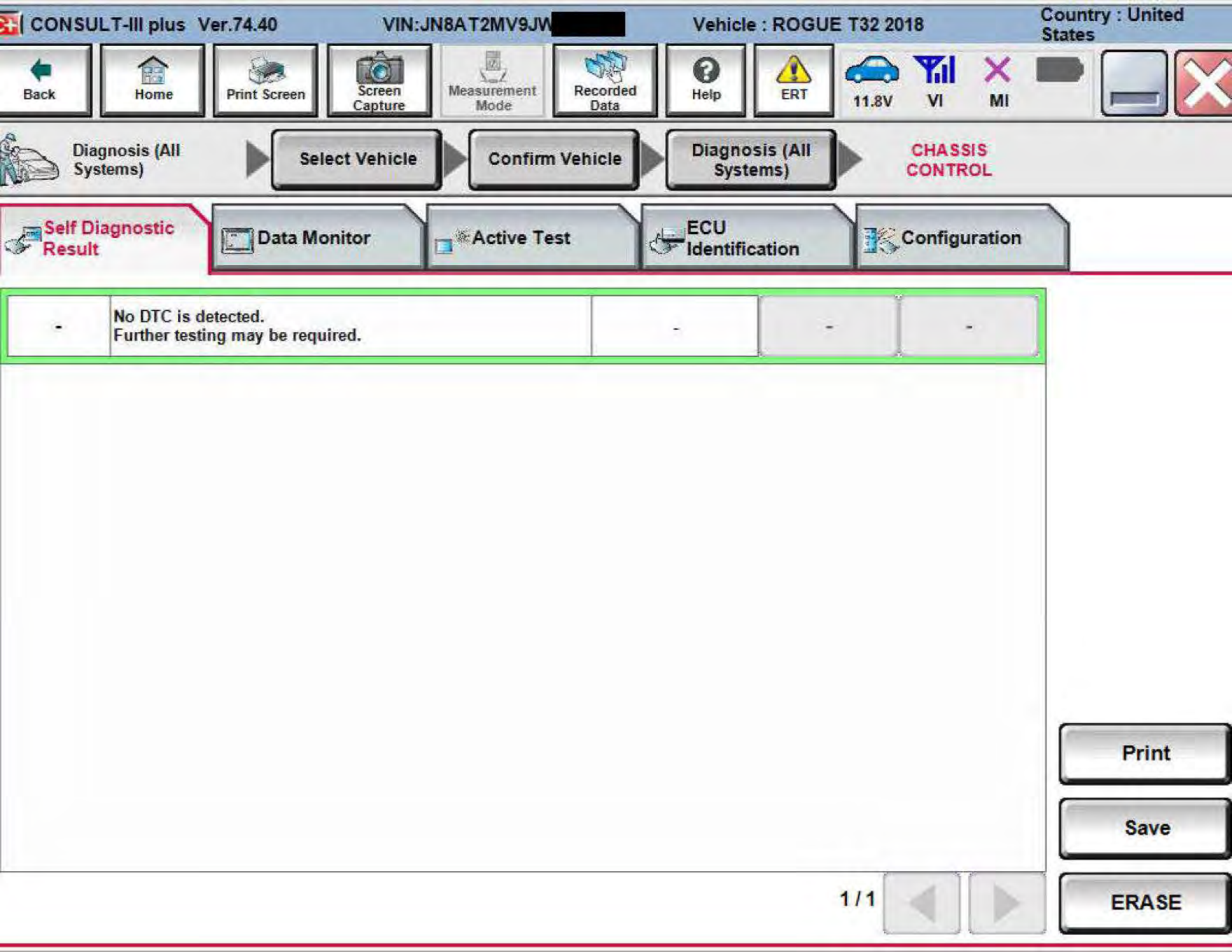
Always show me fewer / more records per related list

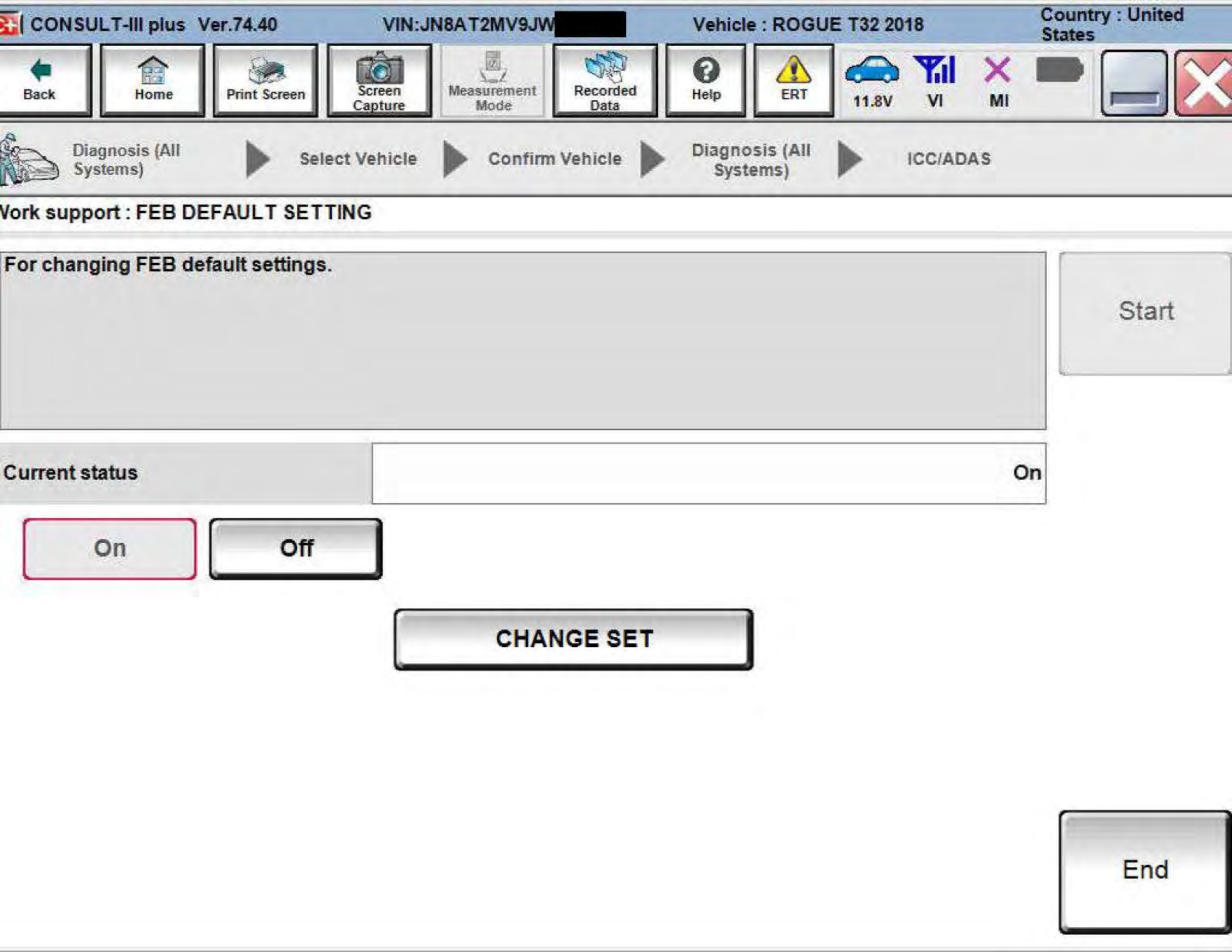
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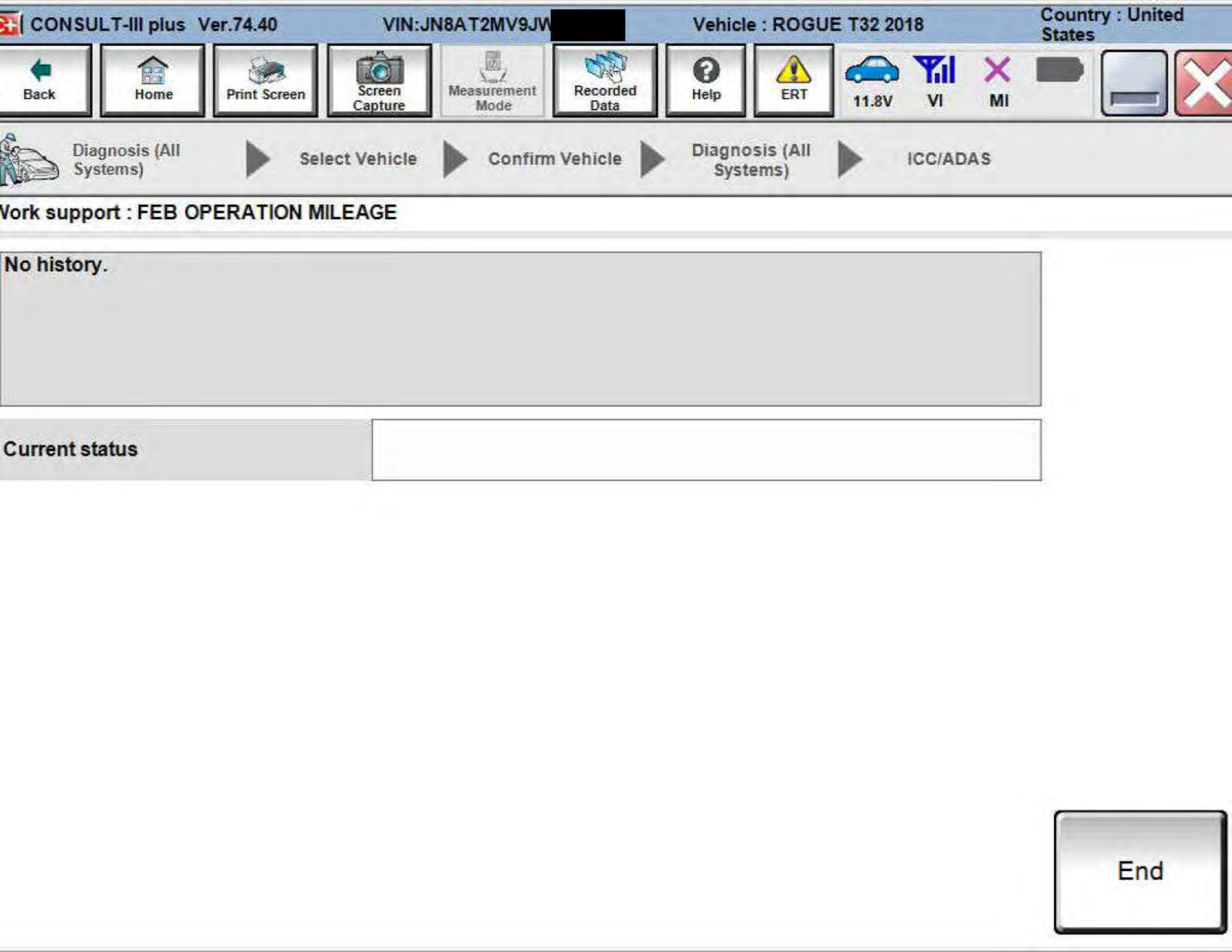

CONSULT-III plus Ver.74.40
VIN:JN8AT2MV9JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1

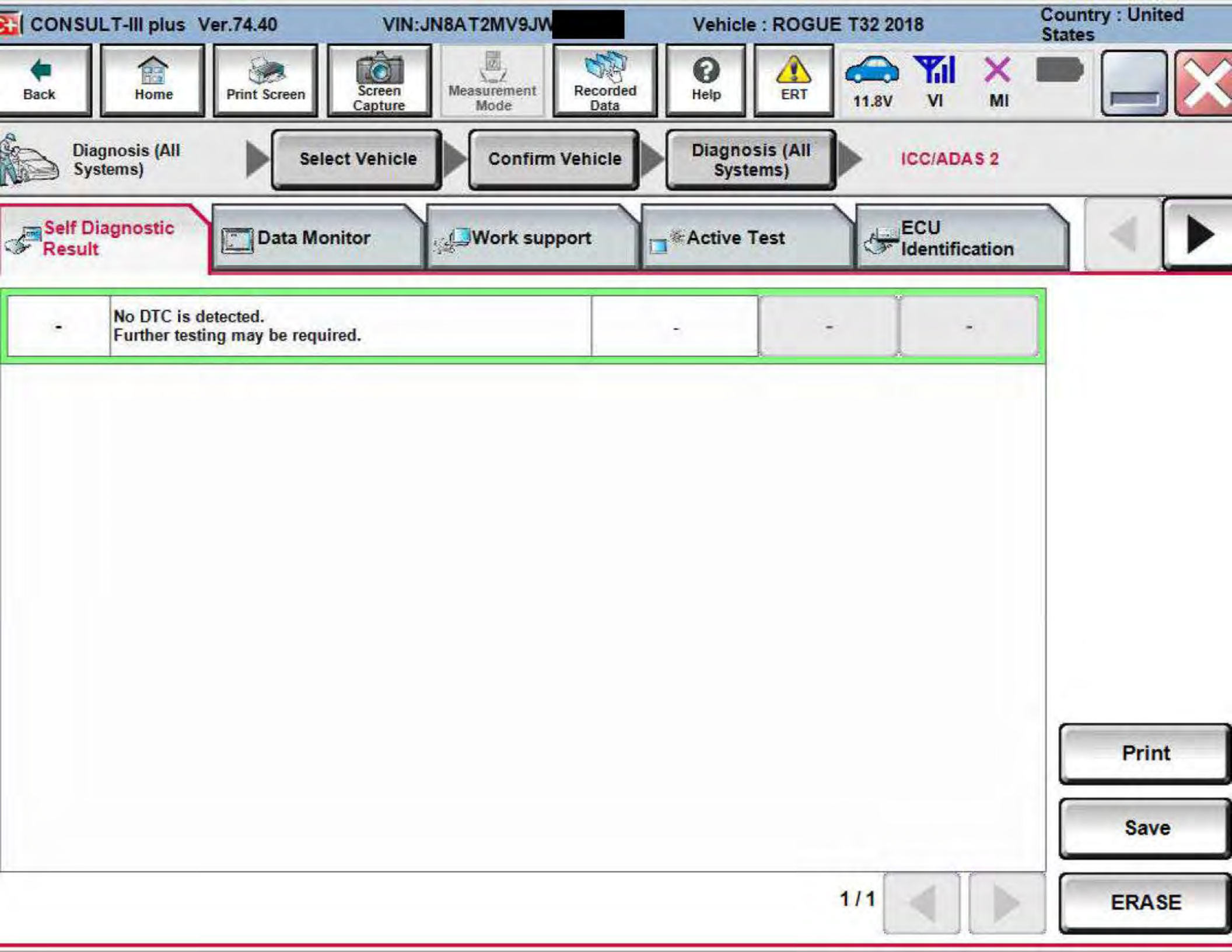

CONSULT-III plus Ver.74.40
VIN:JN8AT2MV9JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
TRANSMISSION
NO DTC
1 / 4
0 / 0
Print for Customer
Print
Save
ERASE

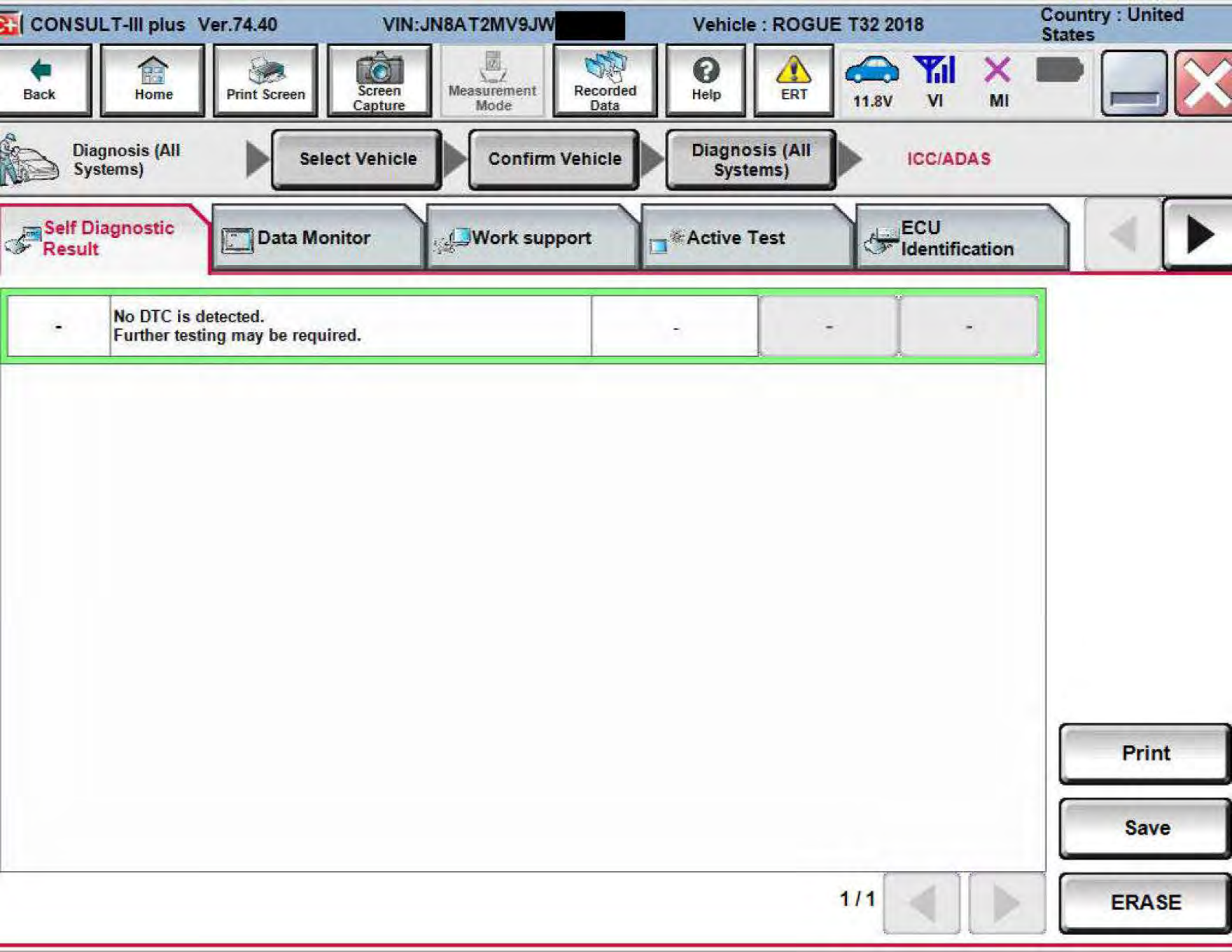

CONSULT-III plus Ver.74.40
VIN:JN8AT2MV9JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
LANE CAMERA BLOCKED
69
ABS WARNING LAMP
136
End

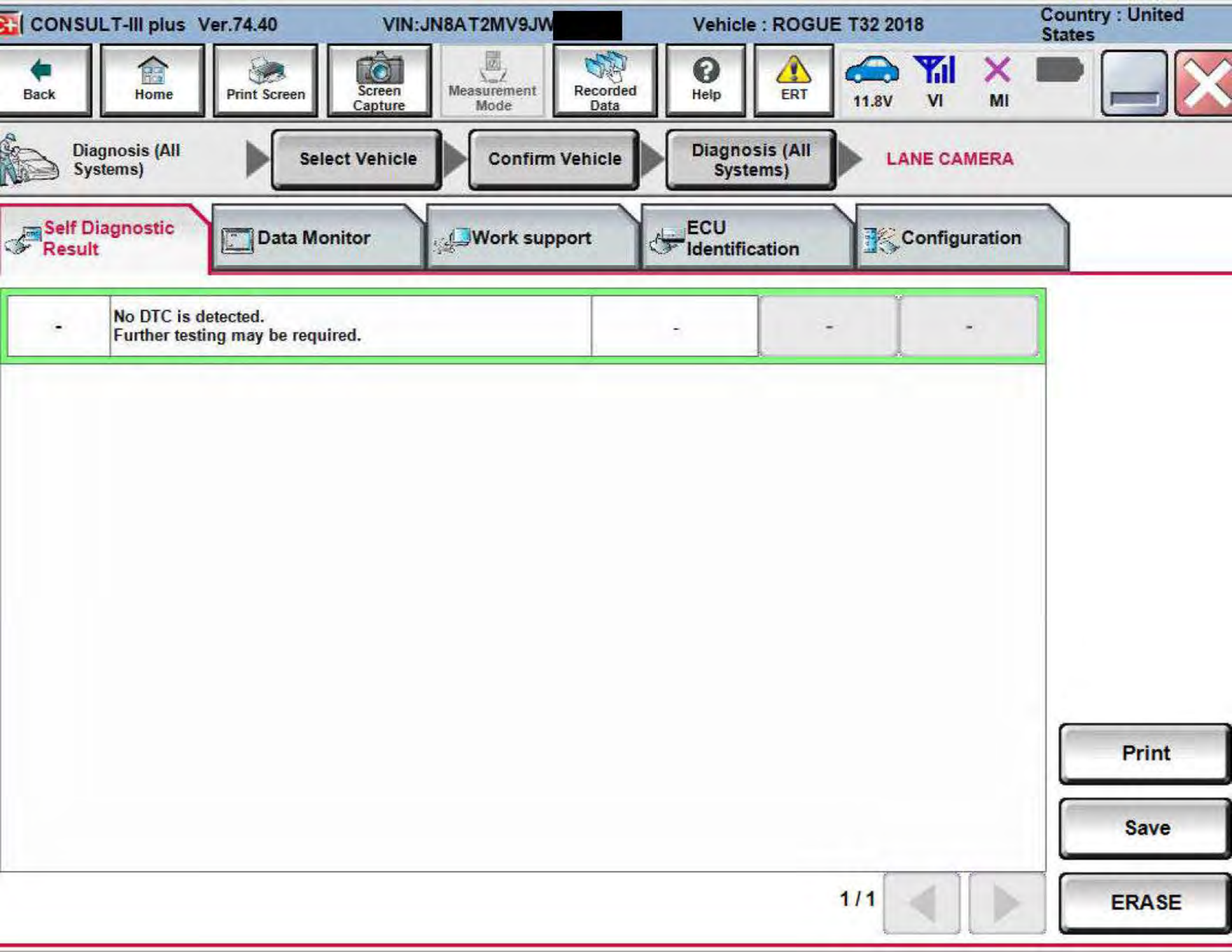

CONSULT-III plus Ver.74.40
VIN:JN8AT2MV9JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.74.40
VIN:JN8AT2MV9JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End


CONSULT-III plus Ver.74.40
VIN:JN8AT2MV9JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End


CONSULT-III plus Ver.74.40
VIN:JN8AT2MV9JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.74.40
VIN:JN8AT2MV9JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.74.40
VIN:JN8AT2MV9JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LANE CAMERA
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE

Safety Shield



OK Settings

P

141

315 miles




JN8AT2MV9JW


(FRONT) DEALER ISSUED
New York State Department of Motor Vehicles
No. [redacted]
TEMPORARY CERTIFICATE OF REGISTRATION
Date of Issue
01/25/2018
Exp. Date of Temp Cert. of Reg
03/11/2018
Reg. Plate No
[redacted]
Exp. Date of Original Reg
N/A
Year
2018
Make
NISSAN
VIN
JN8AT2MV9JW[redacted]
Name of Dealership
SMITHTOWN NISSAN, INC.
Facility No.
[redacted]
MV-50 (03/04) TCR
[redacted]
NEW YORK STATE
SAFETY INSPECTION CERTIFICATE
T
2019
NISSAN
FEB
MAR
APR
MAY
JUN
JUL
AUG
SEP
OCT
NOV
DEC
AGC AUTOMOTIVE
DOT-
LAMISAFE


MFD BY NISSAN MOTOR CO.,LTD.
DATE 10/17
GVWR/PNBV 4720 LBS.
GAWR/PNBE FR. 2363 LBS.
WITH 225/60R18 TIRES,
18×7J RIMS. AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR. 2401 LBS.
WITH 225/60R18 TIRES,
18×7J RIMS. AT 33 PSI
COLD SINGLE.
THIS VEHICLE CONFORMS
TO ALL APPLICABLE FED-
ERAL MOTOR VEHICLE SA-
FETY AND THEFT PREVEN-
TION STANDARDS IN EFF-
ECT ON THE DATE OF MA-
NUFACTURE SHOWN ABOVE.
VIN: JN8AT2MV9JW
TYPE: MPV
COLOR TRIM TRANS
KAD G RE0F10D
AXLE ENGINE
GS56 QR25(DE) 2488CC
JN8AT2MV9JW


11:28 AM
304 miles










ROGUE
SL AWD








































NISSAN


NISSAN


NISSAN










NISSAN








NISSAN




Pb
























1S








ROGUE




ROGUE



3080
L


48080
1DA0A
L








ROGUE












ROGUE



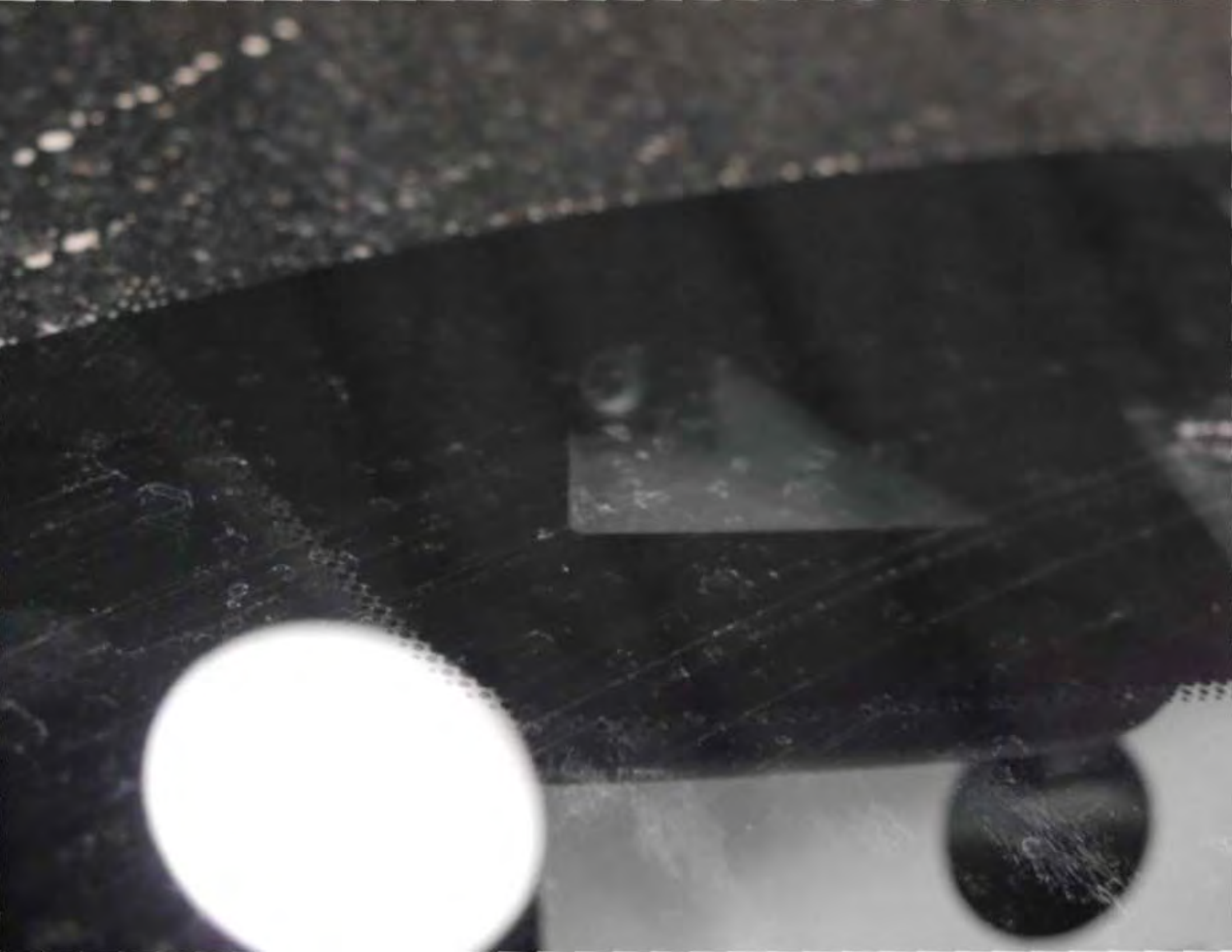


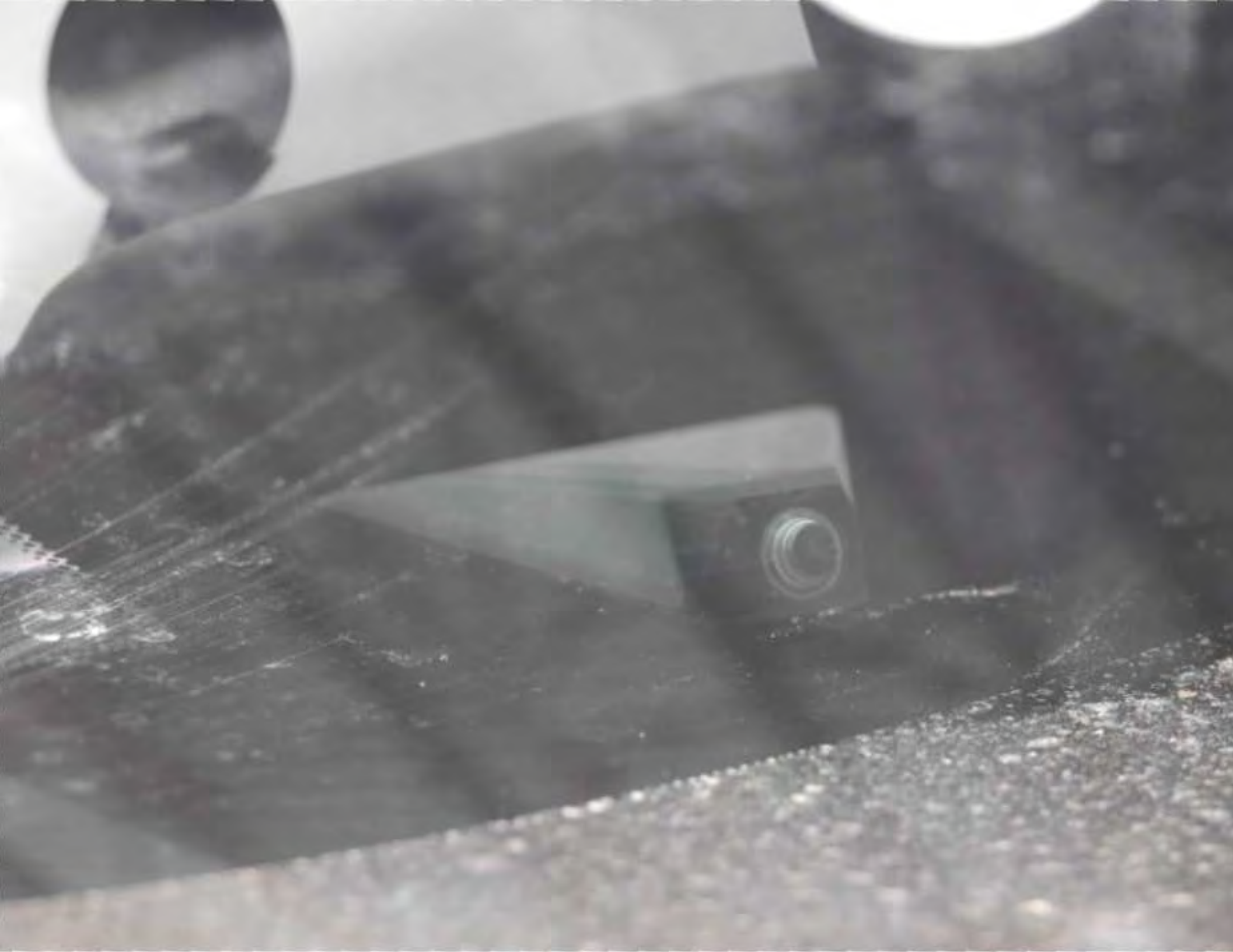



BJ


BJ
DO NOT DROP
0XL
284G3 6FL0B
17027003250XL
234130-251
TRW
1025206


BJ
SO HOT DROP
DXL







Search

Samaritan Potter Help & Training

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

Vehicle
JN8AT2MV9JW[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [1] | Cases [1] | Service History [7] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	JN8AT2MV9JW[redacted]		
Last Modified By	Samantha Dixon, 4/9/2018 7:37 AM	Branded Title	
Created By	NNAETL, 12/5/2017 11:27 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	148	MSRP	$35,915
Latest Recorded Mileage Units	M		
In Service Date	1/25/2018		

Manufacturing Data

Make/Model	2018 NISSAN ROGUE	Manufacturer Date	10/21/2017
Model Year	2018	Plant Name	KYUSHYU (NML)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22418	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	GUN METALLIC	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	AIVI
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03L92P01U35Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS (SET OF 4-BLACK)), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2PC FRONT, 2PC SEC), P01 (PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) CHRISTINE BROWNE

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	1/25/2021	36,000				
2	POWERTRAIN COVERAGE	1/25/2023	60,000				
3	SEAT BELT	1/25/2028	999,999				
4	CORROSION COVERAGE (PERFORATION)	1/25/2023	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	1/25/2026	60,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	VRS[redacted]	[redacted]	SMITHTOWN NISSAN	NMAC lease	ROGUE	1/25/2018	

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

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]	2/21/2018 8:55 AM		148	Open	0	Samantha Dixon

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	1/24/2018	3	NP SMITHTOWN NISSAN INC	2691	[redacted]	1
	SRH-[redacted]	NO DEFECT FOUND	FW	2/8/2018	150	[redacted]	2691	[redacted]	1
	SRH-[redacted]			12/5/2017	1	NP NP	2420	[redacted]	
	SRH-[redacted]		I	2/6/2018	157	[redacted]	2691	[redacted]	
	SRH-[redacted]		I	2/6/2018	157	[redacted]	2691	[redacted]	
	SRH-[redacted]		W	2/6/2018	157	[redacted]	2691	[redacted]	
	SRH-[redacted]		W	1/24/2018	3		2691	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
12/5/2017 11:27 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	2/28/2018	[redacted]	Kevin	MacKay	NER	3/21/2018 10:00 AM	4/8/2018 2:07 PM

^ Back To Top

Always show me fewer / more records per related list

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PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



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

CDR File Information

User Entered VIN	JN8AT2MVXJW[redacted]
User	KEVIN D MACKAY
Case Number	[redacted]
EDR Data Imaging Date	04/05/2018
Crash Date	02/01/2018
Filename	JN8AT2MVXJW[redacted]ACM.CDRX
Saved on	Thursday, April 5 2018 at 11:33:15
Imaged with CDR version	Crash Data Retrieval Tool 17.7
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.7
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). This data will not be available for all vehicles.
- "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_r007

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

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

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

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


      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 JN8AT2MVXJW[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 East Northport State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2018 Model Name Rogue Mfg. Date 9/29/2017 VIN JN8AT2MVXJW[redacted]

Mileage 793 License # [redacted] State NY Country United States

Special equipment & accessories None

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

Number	Description	Status	Date
N/A	None	○ Open ○ Closed	4/8/2018

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 2/1/2018 Time 9:00 PM

Location of Incident (describe fully) Making a left hand turn from northbound route 110 on to Railroad street at the Huntington train station in Huntington station NY.

Weather Conditions (Rain/Snow/Dry/Etc.) Dry conditions, Overcast skys, Calm winds.

Vision obstruction (describe) None Given.

Temperature at time of incident 39° F Parking location prior to time of incident Not Given

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MVXJW[redacted]

Overnight temperature prior to incident: 32° 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 when making left hand turn, her vehicle came to a stop spontaneously. Claimant stated that Claimant thought her vehicle was seizing. Claimant states no indicator lights on dash except the one that looks like two cars facing each other with a star between them. Claimant states there was no audible chimes or beeps heard. Claimant states that it was very loud, like a roaring grinding noise heard. Claimant states there was no vehicles or obstructions in front of the vehicle however there was a vehicle following her vehicle very closely behind her that almost hit her when the vehicle stopped.

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

Driver Action (braking, steering, etc.): Accelerating lightly, making LH turn.

Special Circumstances: None Given.

Actions taken after incident and results of those actions: Vehicle continued to be operated. Vehicle then brought into dealer for diagnosis / inspection.

Vehicle Estimated Speed: 10-15 mph
Source: Claimant
Posted Speed Limit: Not Given

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

Witness Present? ○ YES ◉ NO

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

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

#	Allegation	Allegation made by
1	Claimant alleges that undesired Forward Emergency Braking operates with no objects or obstructions in front of the vehicle.	Claimant.

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant.

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MVXJW[redacted]

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



Occupant Name	[redacted]	DOB	10/30/1957	Height	Not Given
Address	[redacted] East Northport, NY [redacted]			Weight	Not Given
Location	Incident Vehicle	Seating Position	1 - Driver		
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	None				
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 4/5/2018

Location of inspection Atlantic Nissan, Bay Shore NY.

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

Vehicle exhibits no signs of impact trauma or collision.

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

Photos taken by Kevin D. Mackay # Photos 84

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

Exterior/Body No abnormalities found. (Please see photos 5 - 36)

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MVXJW[redacted]

Engine/ Transmission/ Drivetrain	No abnormalities found. (Please see photos 63 - 70)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found. (Please see photos 75 - 83)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found. (Please see photos 37 - 55)
Seat Belts/ Child Restraints (if applicable)	No abnormalities found. (Please see photos 37 - 55)
Air Bags	No abnormalities found. (Please see photos 37 - 55)

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

N/A

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

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

#	Allegation	Factual Findings
1	Claimant alleges that undesired Forward Emergency Braking operates with no objects or obstructions in front of the vehicle.	Upon inspection of vehicle, found no signs of impact trauma or collision. Performed inspection for CDR data and found no recorded collision or impact events recorded. Performed control unit diagnostics using C3+ and found a PAST DTC of B2427 SPINDLE SENSOR RH stored in the auto back door control unit. Found no other past or present DTCs stored in any other control unit. Upon review of the FEB OPERATION MILEAGE LOG, found no history of any FEB operation occurring. DTS test drove vehicle to the customer described location of making a LH turn onto Railroad street from Northbound road 110. DTS made multiple LH turns at this intersection. DTS found that at no time during entire test drive did any undesired FEB operate. DTS drove vehicle a total of 35 miles. Performed inspection of the lane camera unit and the laser radar sensor and found connectors fully seated / connected as well as no obstructions or trauma to either unit.

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 operating in the NorthEast Region.
Nissan North America.

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MVXJW[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 JN8AT2MVXJW[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 62.
○	◉	Physical damage to camera? (ie. cracks)	See Photos 56 - 62.
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	See Photos 22 - 24, 70 - 74.
○	◉	Physical damage to radar sensor units? (ie. cracks)	See Photos 22 - 24, 70 - 74.
◉	○	Electrical connection to radar module firmly seated?	See Photos 56 - 61.
◉	○	Electrical connection to camera module firmly seated?	See Photos 70 - 74.
○	○		

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

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Case
[redacted]

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Case Comments [37] | Case Categorizations [1] | Open Activities [8] | Activity History [15] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [9] | Case History [37] | Emails [1]

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	2/14/2018 12:40 PM
Letter Received Date		Date/Time Closed	
Follow Up Date	4/23/2018	Multiple Repairs	No
Follow Up Request	Send Follow Up Email		
Supporting Documents		DRT Support Status	DRT Assigned
CA Multiple Repairs		DRT Support IIR Status	Accepted
Executive Actions To Resolve		DRT Resolution Status	
Description	IIR- FEB- EST		

Call Script

Who contacted us?	In-Field Comment	Vehicle Maintained Location	ATLANTIC NISSAN SUPERSTORE
# Vehicles Owned	1	Previous Repair Date	1/17/2018
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	700		

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	JN8AT2MVXJW[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22418	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	ATLANTIC NISSAN SUPERSTORE	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	2/28/2018
Responsible District	7	Dealer Instructions	
Shared With		Requested Dealer Action	please review.

Related Items

Approved Check Requests	$0.00	VCAN	
IIR	F57903	Goodwill Offered	
IIR Date		Goodwill Processed	0

RHR Started	2/16/2018	Vehicle Service Contract	
RHR Completed	2/23/2018	VSC Reprint Request	Email
		Contact Name	[redacted]

Primary & Secondary Root Cause Code

What is the issue?	BR - Buyer's Remorse	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 for DTS (Vehicle Concerns)	
	Notes to Agent:		

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MVXJW[redacted]		
Created By	Amanda Yett, 2/14/2018 12:40 PM	Root Cause Code	SCBR
Last Modified By	Alex Kang, 4/9/2018 1:51 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 (4/9/2018 7:37 AM)** ARBS notating DTS-Kevin Mackay has uploaded inspection to FTP site.
Make Public		**Created By: Jacqueline McLaughlin (3/28/2018 10:44 AM)** [redacted] DRTS-JM rec'd Settlement from BBB on 3/27/18, daterd same. NNA agrees to inspect 2018 Rogue. Warrantable non-conformities verified during inspection will be repaired under direction of DTS.
Make Public		**Created By: Luis Rodriguez (3/26/2018 9:40 AM)** ARBS sent MRF response to the BBB (email to Maury Umanzor and document uploaded to the BBB website). –
Make Public		**Created By: Symone Watson (3/15/2018 8:20 AM)** DRTS-SW spoke with rosa and was informed the repair order is still open at this time and not complete to send over
Make Public		**Created By: Megan Lupp (3/14/2018 8:05 AM)** [redacted] DRTS-ML rec'd Add'l Docs from BBB on 03/14/18, dated 03/13/18.
Make Public		**Created By: Megan Lupp (3/14/2018 7:59 AM)** [redacted] DRTS-ML also rec'd MRF from BBB on 03/14/18, dated 03/13/18. C further states C has lost faith that car can be fixed. As of today it's over 30 days dealership has C's car, they don't know to fix it and Nissan isn't going to investigate til April 5th. C is paying for a car C doesn't have.
Make Public		**Created By: Megan Lupp (3/14/2018 7:46 AM)** [redacted] DRTS-ML rec'd CCF from BBB on 03/14/18, dated 03/13/18. C wants out of lease, car has a major safety problem that they do not know how to fix it, due to new feature (emergency breaking) indicator light blinking and car stop by itself in middle of moving/driving.
Make Public		**Created By: Alex Kang (3/9/2018 10:05 AM)** ARBS placed call to C at [redacted]. ARBS stated ARBS is calling to inform C of appointment date for inspection to take place. ABRS stated the inspection date is set for April 5th at 1PM at the current vehicle location. C asked how many weeks from now is the date? ARBS stated about 4 weeks. C stated that is not acceptable! C stated C is paying for a vehicle that C cannot use! C stated C is so frustrated! ARBS stated ARBS did explain to C before proceeding with the inspection that the process would take about 2-4 weeks before an inspection can be completed. ARBS stated C has the option to decline Nissan's assistance if C does not like the timeline. C stated C has no option because C was told no for a buyback! ARBS stated the decision for a buyback was based on state lemon law guidelines. C stated C has no other choice! C stated C will proceed with inspection! ABRS stated okay and thanked C. Call ended.
		Created By: Alex Kang (3/6/2018 10:07 AM) ARBS made outbound call to C at[redacted] ARBS stated ARBS sees that C would to move forward with the investigation. ARBS asked where the vehicle is. C stated it's been at the Nissan DLRSHP for 3 weeks now. ARBS stated ARBS will get in touch with ARBS inspector to see when the inspector will be able to come out to look at the vehicle. C stated C was told the inspector will be coming out this week.

Make Public	ARBS stated ARBS has no indications regarding that would be happening. ARBS stated again arbs would need to speak to the inspector. C stated this process is taking too long. C stated C doesn't have a vehicle and is paying for the vehicle C can't even drive. C stated C wants this expedited. ARBS stated there is no way to expedite this process. ARBS stated ARBS did try to complete the investigation on the 21st of February but C declined. C stated C thought C could get out of the vehicle. ARBS stated well there wouldn't be any guarantee that would have happened. ARBS stated ARBS explained the process regarding the RHR. C stated this is a bunch of waste of time. C stated go ahead and do the investigation. C ended call.
Make Private	**Created By: Amanda Yett (3/1/2018 10:04 AM)** *** [Added after the case is closed.] *** RCAS-AY placed outbound call to C @ [redacted]. RCAS-AY ADVISED "This call may be recorded for quality and training purposes." RCAS-AY advised understand that C has further concerns. RCAS-AY advised C did decline IIR investigation and DTS inspection on 2/21. C stated that C declined previously and was told it would take 6-8 weeks. C stated that C was led to believe that if C did not complete IIR process, RCAS-AY would buy C's veh back. C stated that C would like to continue IIR process. C stated that 6-8 weeks is too long. C stated that C will not take a veh back that is unsafe. C stated that C would like to proceed with inspection. C stated that C is paying for a veh that C is not driving. C stated that C made veh payment and C is not happy. RCAS-AY apologized for any misunderstanding. RCAS-AY advised will forward case to correct team. RCAS-AY advised wil ask that case be expedited. C understood. C declined further assistance. RCAS-AY thanked C for C's time. Call ended mutually.
Make Private	**Created By: Amanda Yett (3/1/2018 10:01 AM)** *** [Added after the case is closed.] *** RCSA-AY received email from TL-Grady Douglas and FOM-Victor Rosario. TL-GD requested that RCAS-AY reach out to C and ask if C wants to proceed with IIR at this time.
Make Private	**Created By: Amanda Yett (2/28/2018 8:21 AM)** RCAS-AY is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with FEB concern. C declined IIR investigation. C requested repurchase. ARBS reviewed case. RCAS-AY advised C that NNA is not in the position to repurchase/replace C's veh. ***STATEMENT OF DECISION*** RCAS-AY advised C that NNA is not in the position to repurchase/replace C's veh.
Make Private	**Created By: Amanda Yett (2/28/2018 8:16 AM)** RCAS-AY sent correspondence request with repurchase denial letter.
Make Private	**Created By: Amanda Yett (2/28/2018 8:15 AM)** RCAS-AY sent letter of representation email to C.
Make Private	**Created By: Amanda Yett (2/28/2018 8:15 AM)** RCAS-AY placed outbound call to C @ [redacted]. RCAS-AY ADVISED "This call may be recorded for quality and training purposes." RCAS-AY advised NNA is not in the position to repurchase/replace C's veh. RCAS-AY advised C will receive a letter with decision containing info to contact BBB. RCAS-AY advised NNA will continue to honor all applicable terms and warranties. C asked how C is supposed to drive a veh when it is not safe. C asked why NNA is not going to let C out of this. C asked why DLR will nto let C out of the veh. RCAS-AY apologized. C stated that C will get an attorney. RCAS-AY advised will send email with info on where to send in letter of representation. C stated that C is very unhappy. C stated that C will make as many complaints as possible. C stated that C does not want to drive veh that is unsafe. C stated the this is NY state and everyone gets an attorney. RCAS-AY apologized and advised this will be documented. C stated that NNA knows there is a major problem and there is a known problem with this veh. RCAS-AY apologized and reiterated decision. C stated that C will contact GM of DLR. C stated that C will be making complaints. RCAS-AY advised this will be documented. C stated that NNA has failed C. C stated that NNA is not standing behind C's product. C stated that C is in a lease for 3 more years. C stated that C will get an attorney. C stated that veh does not stop when it is supposed to.

	RCAS-AY reiterated decision. RCAS-AY thanked C for Cs time. Call ended mutually.
Make Public	**Created By: Anisha Baldon (2/26/2018 4:12 PM)** ARBS notes: ARBS notes based on a good faith review, NNA is not in a position to offer a repurchase/replacement of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties. ARBS does not have recommendation at this time. C is in a loaner vehicle.
Make Public	**Created By: Anisha Baldon (2/26/2018 4:11 PM)** ARBS review case with SR Planner Marsha M. do not offer repurchase at this time.
Make Public	**Created By: Anisha Baldon (2/26/2018 4:10 PM)** ARBS notes: In service date: 1/15/18 State: NY NMAC lease No campaigns No warranty case 1 tech line case: Car will brake on it's own with no one in front of her and light on dash that looks like two cars exploding kept beeping. No recommended repair. Under engineering review No additional CA case No DTS invovlement Days down: OPEN ********** 1 visit car will brake on it's own light on dash that looks like 2 cars exploding kept beeping can this feature be turned off a. OPEN 1 visit rain storm a message came up that said front sensor not working due to obstruction of front sensor a. OPEN
Make Public	**Created By: Anisha Baldon (2/26/2018 9:53 AM)** ARBS notes: 2/9/18 @ 776 miles -- RO[redacted] -- OPEN Concern: 1. car will brake on its own with no one in front of her and light on dash that looks like 2 cars exploding kept beeping can this feature be turned off 2. the other day in the rain storm a message came up that siad front sensor not working due to obstruction of front sensor Action: 1.
Make Public	**Created By: Anisha Baldon (2/26/2018 9:33 AM)** ARBS notes: Codes: C1A16-97 C1A17-49 C1A18-54 C1B01-54
Make Public	**Created By: Anisha Baldon (2/26/2018 9:05 AM)** ARBS called Dlr spoke with SM Romero ARBS has it been duplicated SM stated no was told to put C in a rental and NNA knows this is a problem. ARBS ask if anyone in service has actually duplicated the problem. SM stated the dealer opened a case with Techline SM stated the mechanic drove and did not feel anything. SM stated the tech pulled codes and got with tech line and FOM. SM stated FOM informed Dlr to put C in a rental and tech line stated do not make any repairs. ARBS ask for a copy of the document that informed of the codes pulled. SM agreed. call ended mutually.
Make Public	**Created By: Nicki Barror (2/23/2018 10:31 AM)** DRTS received the RHR. The RHR was assigned to ARBS Anisha Baldon for review.
Make Private	**Created By: Amanda Yett (2/23/2018 9:12 AM)** RCAS-AY placed outbound call to DLR. RCAS-AY spoke with SM-Romeo Mejia. RCAS-AY provided last 6 of VIN. RCAS-AY advised that SM-RM had contacted FOM-Victor Rosario who had requested that RCAS-AY create a case for this C. RCAS-AY asked how many times has the customer's vehicle been to the dealer/retailer for repairs? SM-RM advised 1x. RCAS-AY asked what repairs were performed? SM-RM advised No repairs, put in rental RCAS-AY asked are there currently any OPEN ROs? SM-RM advised yes, opened on 2/9 RCAS-AY asked is the vehicle currently at the dealership? SM-RM advised yes RCAS-AY asked how long veh has been kept at DLR. SM-RM advised put in rental on 2/9 and C is still in rental RCAS-AY asked has tech line been involved SM-RM advised yes, told DLR it was under engineering review, no recommended repairs. RCAS-AY asked if DTS has been involved. SM-RM advised no.
Make Public	**Created By: Anisha Baldon (2/23/2018 9:03 AM) | Last Modified By: Anisha Baldon (2/23/2018 9:03 AM)** ARBS rejecting RHR due to no detail conversation with service department regarding vehicle concerns. Missing Dlr RHR questions as well.
	Created By: Amanda Yett (2/23/2018 7:59 AM) RCAS-AY placed outbound call to C @ [redacted] RCAS-AY ADVISED "This call may be recorded for quality and training purposes." RCAS-AY advised it is RCAS-AY's understand that C has declined further review of IIR and C would like repurchase. C confirmed. RCAS-AY advised review is underway and can take up to 10 business days. C stated that C is in a loaner veh. C stated that physically C is unable to put C's grandchildren in car seat in the loaner veh. C asked what will happen either way.

Make Private	RCAS-AY advised if RHR is declined, there are no recommended repairs for veh at this time. RCAS-AY advised RCAS-AY cannot speak on repurchase process because it is handled by a different department. C stated that C is going to be stuck with unsafe veh. RCAS-AY advised NNA is reviewing. C asked when C will hear back. RCAS-AY advised process was started on 2/16 so C should have a decision by 3/2. C stated that DLR has C's veh. C stated that C is not happy with loaner. C stated that C does not want veh. C stated that C will make as many complaints as C can. C stated that NNA cannot disregard C's safety like this. RCAS-AY advised this has all been documented. C stated that this is an unsafe veh and C is very dissatisfied. C stated that NNA quickly takes C's money and then does not stand behind veh. C stated that C wants to move on and get life back to normal. C stated that C investigated all the departments that C can complain to. C stated that C does not want veh. RCAS-AY apologized and advised RCSA-AY will document this and follow up with C every 3 business days until decision has been reached. C understood. RCAS-AY advised follow up on 3/28. C declined further assistance. RCAS-AY thanked C for C's time. Call ended mutually.
Make Private	**Created By: Amanda Yett (2/23/2018 7:47 AM)** RCAS-AY received VMX from C requesting callback.
Make Public	**Created By: Nicki Barror (2/22/2018 3:28 PM)** DRTS received the RHR. The RHR was assigned to ARBS Anisha Baldon for review.
Make Public	**Created By: Alex Kang (2/21/2018 9:07 AM)** ARBS transferring case back to RCAS to complete RHR as C declined assistance from IIR to complete the IIR inspection.
Make Public	**Created By: Alex Kang (2/21/2018 9:07 AM)** ARBS made outbound call to C at [redacted] ARBS asked if C has 15-20 minutes to speak about the case. ARBS proceeded with probing questions. ARBS asked for detail description on the incident. C stated C was making a left hand turn and it just stopped. C stated there was no beeping noise or nothing in the dash. C stated before it would just blink and go off. C stated when this incident happened nothing happened. C stated nothing was in front of C. C stated it was a flat road. C stated it was a clear day and nothing in front of C. ARBS stated ARBS is going to schedule for an inspector to come out to look at the vehicle. ARBS stated ARBS will give C a call back once ARBS obtains a date from the inspector. C stated how long would this take. ARBS stated 2-4 weeks. ARBS stated it will take around 6-8 weeks to complete the entire investigation. C stated no C stated C doesn't want this. C stated C wants Nissan to buy back the vehicle and give C the money C spent. ARBS asked if C does not want to complete the investigation. C stated no C stated C wants the money back. ARBS stated if C doesn't want to go through the investigation then ARBS will transfer the case back to the RCAS agent C spoke with regarding the RHR review. C stated C didn't understand what the RCAS agent meant about a repurchase or replacement. ARBS explained RHR process. C stated is there any way to expedite this. C stated C's daughter is giving birth and C needs a car. ARBS stated everything has a policy and procedure. ARBS stated this is Nissan's procedure. ARBS stated C will get a call back from RCAS agent within 2-3 business days. C stated no C wants a call tomorrow and this expedited. ARBS stated ARBS doesn't know RCAS agents schedule and this is the process. C stated C did C's own interview and found two people with the exact same problem that C has. C stated there is a problem with the vehicle. C stated C is not accepting this vehicle. C stated there is a numerous problem with this feature and it is a safety feature. C stated there will be a recall. ARBS stated ok everything has been documented into C's case. C stated what is RCAS number. ARBS provided direct number. C stated C is going to call RCAS. ARBS stated ok. C thanked ARBS.

		ARBS thanked C for C's time. Call ended mutually.
Make Public	☐	**Created By: Alex Kang (2/16/2018 3:56 PM)** **********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********
Make Public	☐	**Created By: Samantha Dixon (2/16/2018 3:53 PM)** FOM-Victor Rosario requested that in-field case be created due to FEB concerns. C requested repurchase.
Make Public	☐	**Created By: Amanda Yett (2/16/2018 3:43 PM)** FOM-Victor Rosario requested that in-field case be created due to FEB concerns.
		Created By: Amanda Yett (2/16/2018 3:42 PM) RCAS-AY placed outbound call to C @ [redacted]. RCAS-AY VERIFIED C's name, home & email address, concern, and phone. RCAS-AY ADVISED "This call may be recorded for quality and training purposes." RCAS-AY CHECKED for open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: [redacted] C stated that veh brakes with no warning. RCAS-AY started IIR. C stated that C picked up veh in January. C stated that when C went to DLR it had 700 miles on it. C stated that C called DLR because there was a warning light, looked like two cars crashing and exploding. C stated that it occurred on a Sunday morning. C stated that indicator light will come on intermittently and blink. C stated that C tried to drive up to a veh and thought the FEB system would stop the veh, but it did not. C stated that when it occurred, C was trying to make a left hand turn. RCAS-AY advised this is all being documented. C stated that this has destroyed C's faith in the veh. C stated that sometimes C's daughter drives veh but it has not occurred with her. C stated that there were no indicator lights on dash when veh braked. RCAS-AY understood. C stated that C would also like it recorded that the day this occurred, C called to schedule an appointment. C stated that C is a realtor so every person that C met that has a Rogue, C asked them if they have any problems. C stated that someone C works with has a Rogue who has had this problem. C stated that there is another women who has a 2017 Rogue has had this problem. C stated that C does not want a veh that C wants. RCAS-AY asked how C would like NNA to be involved. C stated that C would like C's deposit back and to trade the veh in. RCAS-AY advised of RHR process.
Make Private	☑	C stated that there were no repairs. C stated that C knows about lemon laws. C stated that C does not want to have a veh that C has to go back and forth to DLR. RCAS-AY advised not an expert on state lemon laws. RCAS-AY asked if C wants veh repurchase/replacement. C stated that C wants a repurchase, not a replacement. Why do you want to return the veh to NNA? FEB concerns Where is the veh currently? At DLR Where was the veh purchased? Atlantic Nissan Superstore Was it purchased new or used? New lease If used, when was the veh purchased? N/A Where is the veh serviced? Atlantic Nissan Superstore Has the veh been taken to multiple Nissan/Infinity dealers? None C stated that C will not make monthly payment. RCAS-AY advised this has all been documented. 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. C declined further assistance. RCAS-AY thanked C for C's time. Call ended mutually.
Make Private	☑	**Created By: Amanda Yett (2/16/2018 8:44 AM)** RCAS-AY placed outbound call to C @ [redacted] C stated C only had three minutes. C requested callback after 3 PM EST. RCAS-AY agreed.
Make Private	☑	**Created By: Amanda Yett (2/15/2018 9:13 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 (2/15/2018 9:11 AM)** RCAS-AY notes email received from SM-Romeo Mejia advised CUSTOMER STATES CAR WILL BRAKE ON ITS OWN WITH NO ONE IN FRONT OF HER AND LIGHT ON DASH THAT LOOKS LIKE 2 CARS EXPLODING KEPT BEEPING.

SM-RM inquired as to if FEB feature can be turned off.

Make Private

Created By: Amanda Yett (2/14/2018 12:42 PM)
RCAS-AY created in-field case due to FEB concerns.

Case Categorizations

New Case Categorization | Case Categorizations Help

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

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	2/16/2018			[redacted]	Luis Rodriguez	3/14/2018 7:40 AM	DRTS-ML
Edit | Cls	IIR	Not Started	2/19/2018			[redacted]	Luis Rodriguez	3/14/2018 7:40 AM	DRTS-ML
Edit | Cls	DTS Follow Up[redacted]; ATLANTIC NISSAN SUPERSTORE	Not Started	3/8/2018				Luis Rodriguez	3/14/2018 7:40 AM	DRTS-ML
Edit | Cls	DTS Reques[redacted] INSERRA ATLANTIC NISSAN SUPERSTORE	Not Started	3/8/2018				Kevin MacKay	3/6/2018 10:09 AM	ARBS-AK
Edit | Cls	Review MRF -[redacted]	Not Started	3/14/2018			[redacted]	Luis Rodriguez	3/14/2018 7:56 AM	DRTS-ML
Edit | Cls	Review CCF -[redacted]	Not Started	3/14/2018			[redacted]	Luis Rodriguez	3/14/2018 7:54 AM	DRTS-ML

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	[redacted]	Settlement	[redacted]	3/28/2018	Luis Rodriguez	Fax	Complete	3/28/2018 10:45 AM
Edit | Del	Create RHR		[redacted]	3/20/2018	Symone Watson		No Action Required	3/20/2018 1:28 PM
Edit | Del	Collect RO Documents		[redacted]	3/15/2018	Symone Watson		Complete	3/15/2018 8:20 AM
Edit | Del	[redacted]	Additional Documents	[redacted]	3/14/2018	Luis Rodriguez		Complete	3/14/2018 8:09 AM
Edit | Del	[redacted]	(MRF) Manufacturer's Response Form	[redacted]	3/14/2018	Luis Rodriguez	Fax	Complete	3/14/2018 7:55 AM
Edit | Del	[redacted]	(CCF) Customer Claim Form	[redacted]	3/14/2018	Luis Rodriguez	Fax	Complete	3/14/2018 7:49 AM
Edit | Del	Correspondence Request			3/2/2018	Amanda Yett		Complete	2/28/2018 9:18 AM
Edit | Del	Repurchase Denial Within Wty			2/28/2018	Amanda Yett		Completed	2/28/2018 8:16 AM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09i8L. 5000G1Qit1y:ref]		[redacted]	2/28/2018	Amanda Yett		Complete	2/28/2018 8:13 AM
Edit | Del	Review RHR decision		[redacted]	2/26/2018	Amanda Yett		Complete	2/28/2018 8:47 AM
Edit | Del	RHR review-[redacted]	RHR	[redacted]	2/23/2018	Anisha Baldon	Consumer Affairs RHR	Complete	2/23/2018 4:35 PM
Edit | Del	RHR assigned[redacted]		[redacted]	2/23/2018	Amanda Yett		Complete	2/23/2018 10:32 AM
Edit | Del	Review RHR decision		[redacted]	2/23/2018	Amanda Yett		Complete	2/23/2018 9:18 AM
Edit | Del	RHR review[redacted]	RHR	[redacted]	2/22/2018	Anisha Baldon	Consumer Affairs RHR	Complete	2/23/2018 9:04 AM
Edit | Del	RHR assigned-[redacted]		[redacted]	2/22/2018	Amanda Yett		Complete	2/22/2018 3:29 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	Amanda Yett, 2/16/2018 3:42 PM	2/16/2018			JN8AT2MVXJW[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	4/5/2018 1:00 PM	Kevin	MacKay	Completed

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	73KB	3/28/2018 10:46 AM	Jacqueline McLaughlin

Edit | View | Del	[redacted]	95KB	3/26/2018 9:41 AM	Luis Rodriguez
Edit | View | Del	[redacted]	5.5MB	3/14/2018 8:08 AM	Megan Lupp
Edit | View | Del	[redacted]	1.34MB	3/14/2018 7:53 AM	Megan Lupp
Edit | View | Del	[redacted]	104KB	3/14/2018 7:48 AM	Megan Lupp
Edit | View | Del	[redacted]	67KB	2/28/2018 8:16 AM	Amanda Yett
Edit | View | Del	Dealer Doc from Techline- Codes.pdf	68KB	2/26/2018 9:33 AM	Anisha Baldon
Edit | View | Del	[redacted]	42KB	2/22/2018 3:23 PM	Amanda Yett
Edit | View | Del	RHR Template- Northeast Region Case [redacted]	63KB	2/22/2018 3:21 PM	Amanda Yett

Case History

Case History Help

Date	User	Action
4/9/2018 1:51 PM	Alex Kang	Changed **Case Owner** from Luis Rodriguez to **Alex Kang**.
4/9/2018 1:51 PM	Alex Kang	Changed **Follow Up Date** from 4/10/2018 to **4/23/2018**.
4/9/2018 11:36 AM	Luis Rodriguez	Changed **Follow Up Date** from 4/5/2018 to **4/10/2018**.
3/26/2018 9:46 AM	Luis Rodriguez	Changed **Follow Up Date** from 4/3/2018 to **4/5/2018**.
3/14/2018 7:40 AM	Megan Lupp	Changed **Case Owner** from Alex Kang to **Luis Rodriguez**.
3/9/2018 10:19 AM	Alex Kang	Changed **Follow Up Date** from 3/9/2018 to **4/3/2018**.
3/6/2018 10:09 AM	Alex Kang	Changed **Follow Up Date** from 3/6/2018 to **3/9/2018**.
3/1/2018 10:08 AM	Alex Kang	Changed **Follow Up Date** from 3/2/2018 to **3/6/2018**.
3/1/2018 10:07 AM	Alex Kang	Changed **Case Owner** from Amanda Yett to **Alex Kang**.
3/1/2018 10:04 AM	Amanda Yett	Changed **Follow Up Date** from 2/28/2018 to **3/2/2018**.
3/1/2018 10:04 AM	Amanda Yett	Changed **Reopen Date** to **3/1/2018 10:04 AM**.
		Changed **Status** from Closed to **Open**.
2/28/2018 8:23 AM	Amanda Yett	Changed **Status** from Open to **Closed**.
		Closed.
2/28/2018 8:21 AM	Amanda Yett	Changed **Data Net** from false to **true**.
2/23/2018 10:33 AM	Nicki Barror	Changed **DRT Support Status** from Pending to **DRT Assigned**.
2/23/2018 9:13 AM	Amanda Yett	Changed **DRT Support Status** from DRT Assigned to **Pending**.
		Changed **RHR Started** to **2/16/2018**.
		Changed **RHR Completed** to **2/23/2018**.
2/23/2018 9:12 AM	Amanda Yett	Deleted 2/16/2018 in **RHR Started**.
		Deleted 2/22/2018 in **RHR Completed**.
2/23/2018 8:00 AM	Amanda Yett	Changed **Follow Up Date** from 2/23/2018 to **2/28/2018**.
2/22/2018 3:30 PM	Nicki Barror	Changed **DRT Support Status** from Pending to **DRT Assigned**.
2/22/2018 3:23 PM	Amanda Yett	Changed **RHR Completed** to **2/22/2018**.
2/21/2018 9:08 AM	Alex Kang	Changed **Escalated By ID** to [redacted]
		Changed **Case Owner** from Alex Kang to **Amanda Yett**.
2/21/2018 9:08 AM	Alex Kang	Changed **Follow Up Date** from 2/21/2018 to **2/23/2018**.
2/16/2018 3:53 PM	Samantha Dixon	Changed **Case Owner** from Amanda Yett to **Alex Kang**.
2/16/2018 3:53 PM	Samantha Dixon	Changed **Description**.
2/16/2018 3:43 PM	Amanda Yett	Changed **RHR Started** to **2/16/2018**.
		Changed **Follow Up Date** from 2/16/2018 to **2/21/2018**.
		Changed **Description**.
2/15/2018 9:14 AM	Amanda Yett	Changed **Follow Up Date** from 2/15/2018 to **2/16/2018**.
2/14/2018 12:40 PM	Amanda Yett	Changed **Follow Up Date** from 2/14/2018 to **2/15/2018**.
		Changed **VIN** to **JN8AT2MVXJW**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MVXJW**[redacted]
		Created.

Emails

Send an Email

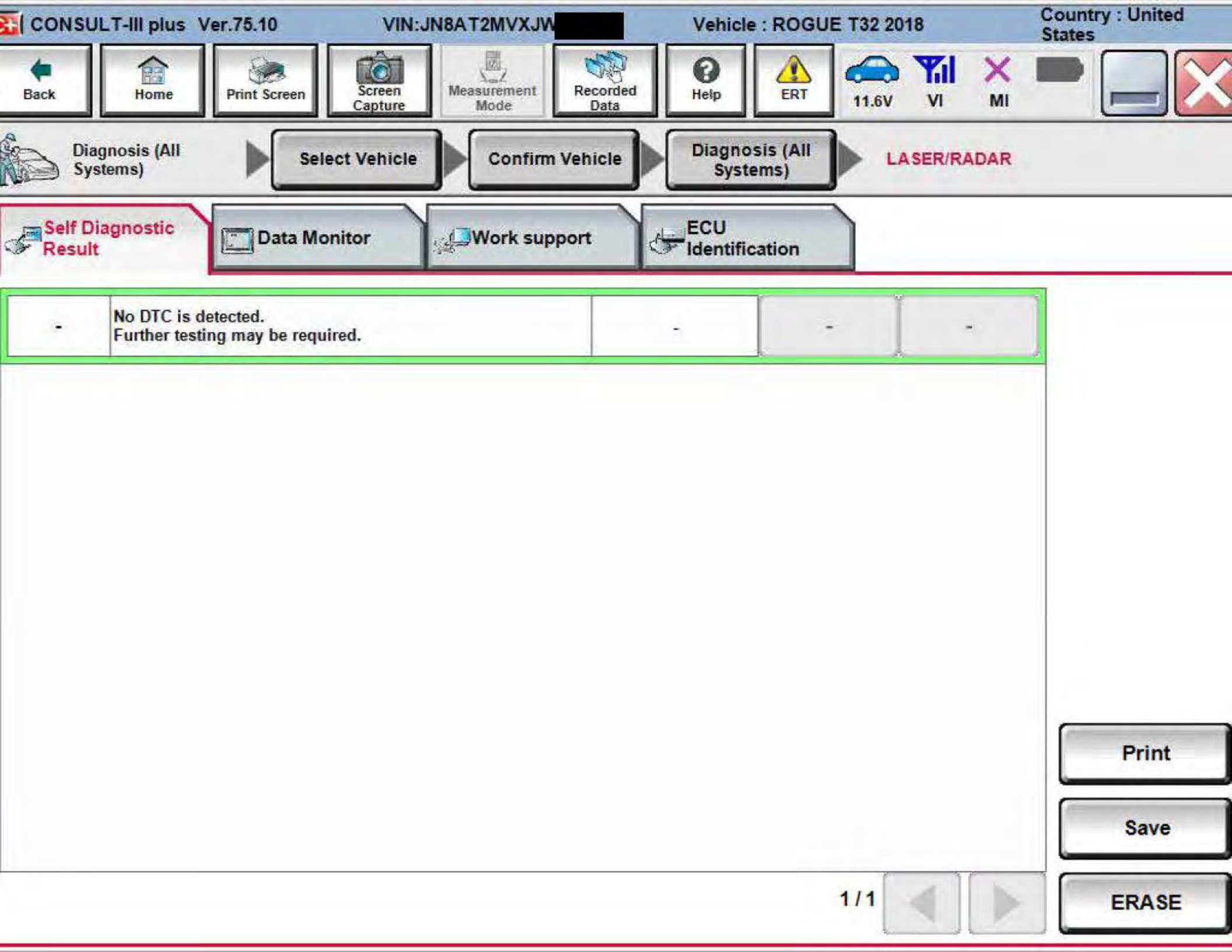
Emails Help

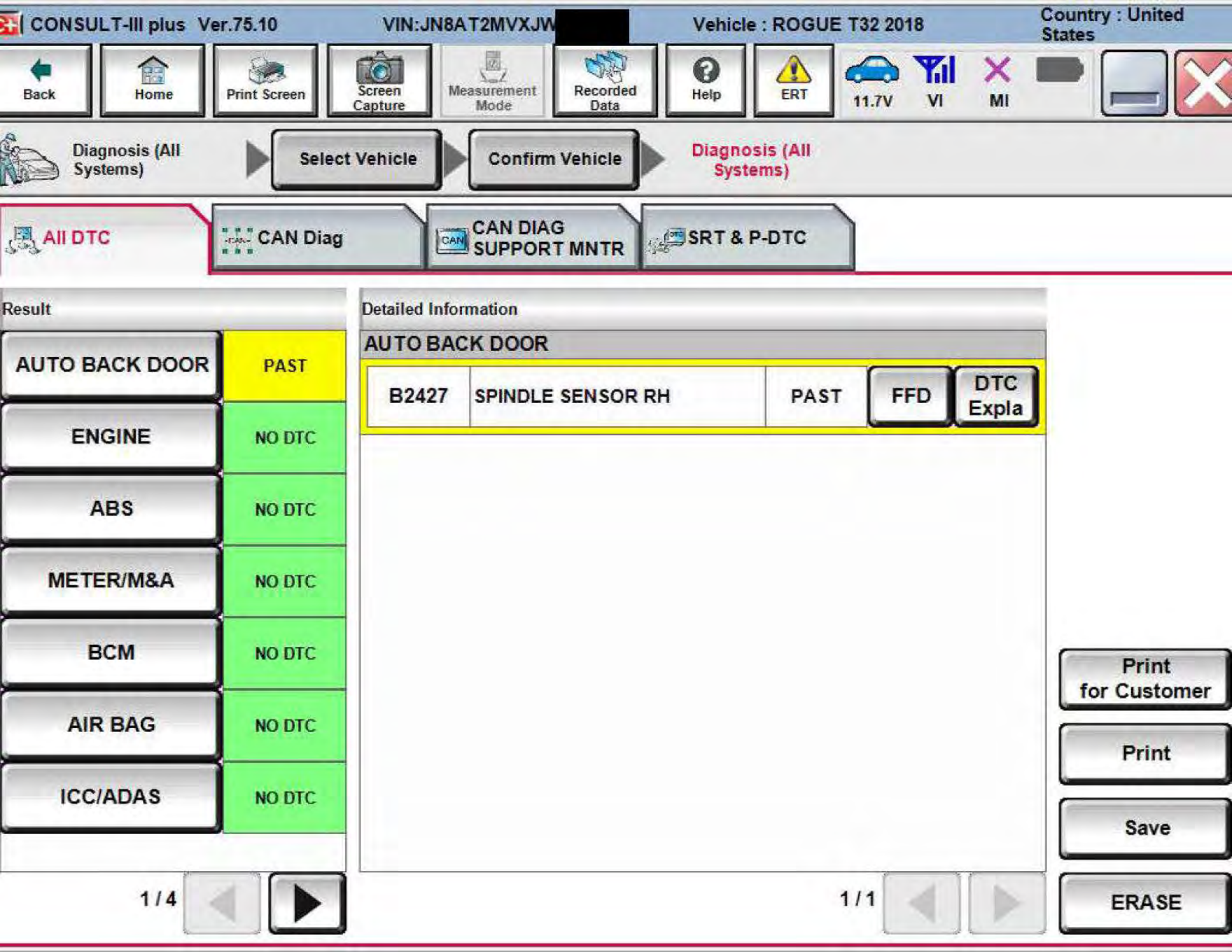
Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref: 00DA09j8L. 5000G1Qit1v:ref] *2/28/2018 Case #*[redacted] *VIN # JN8AT2MVXJW*[redacted] *Dear*[redacted]...	[redacted]	2/28/2018 8:13 AM

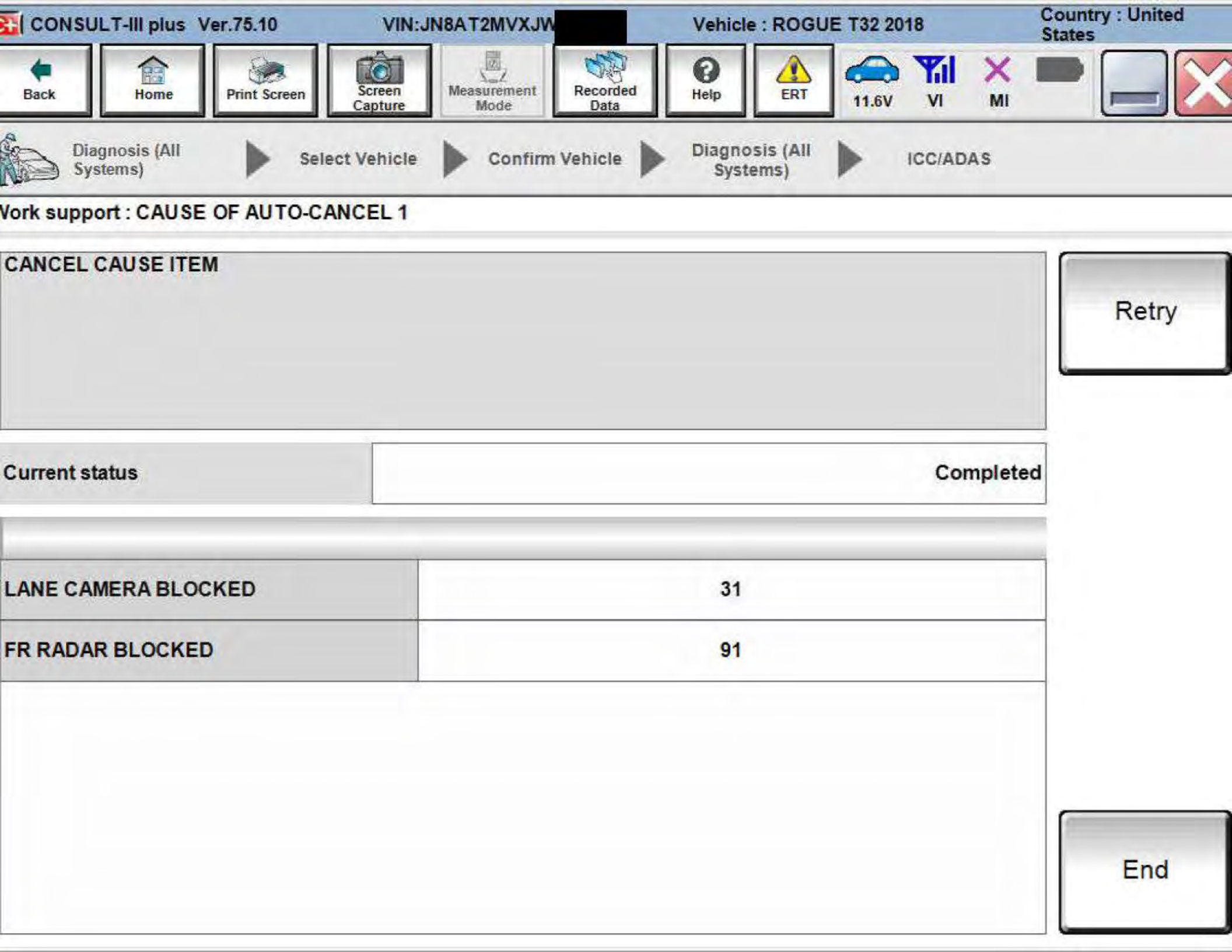
^ Back To Top

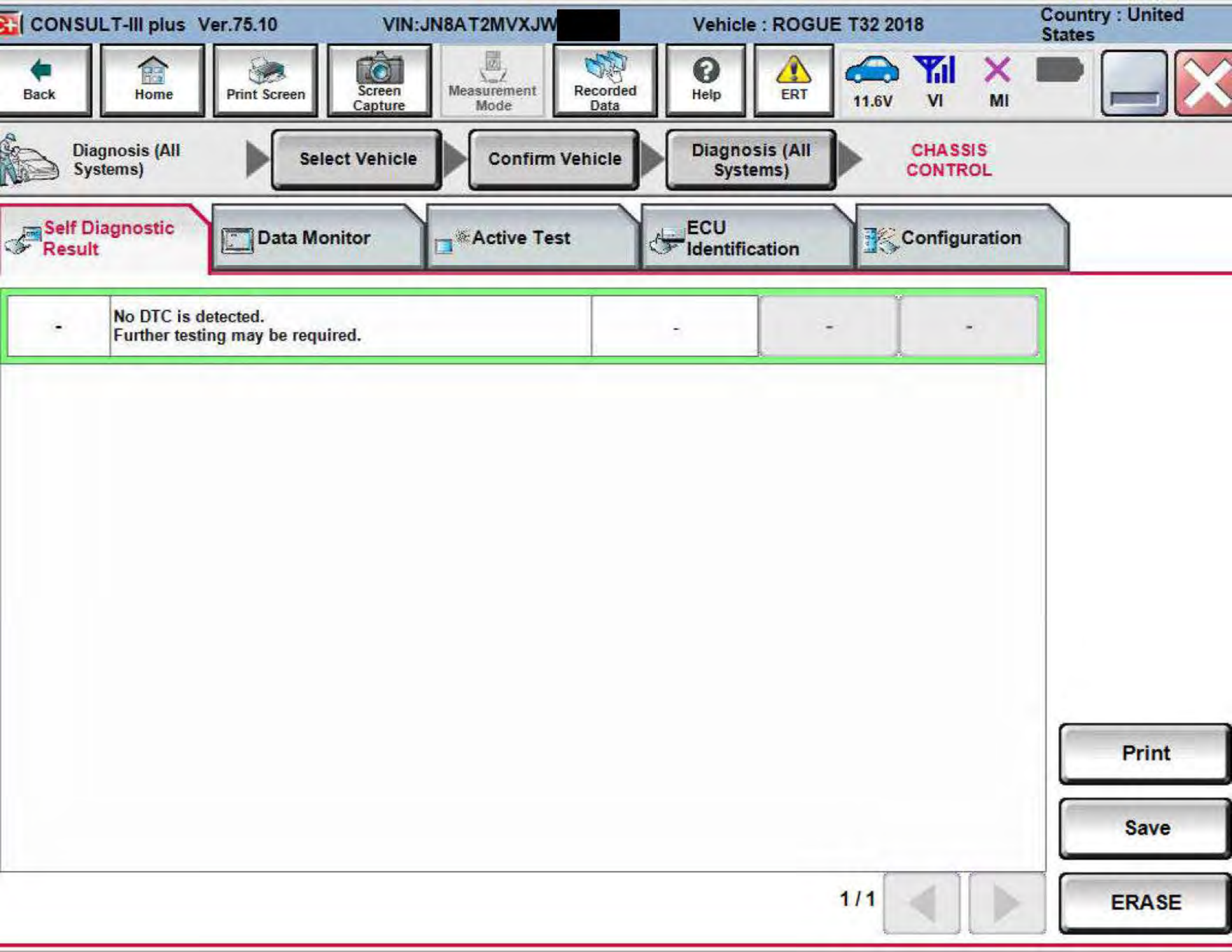
Always show me fewer / more records per related list

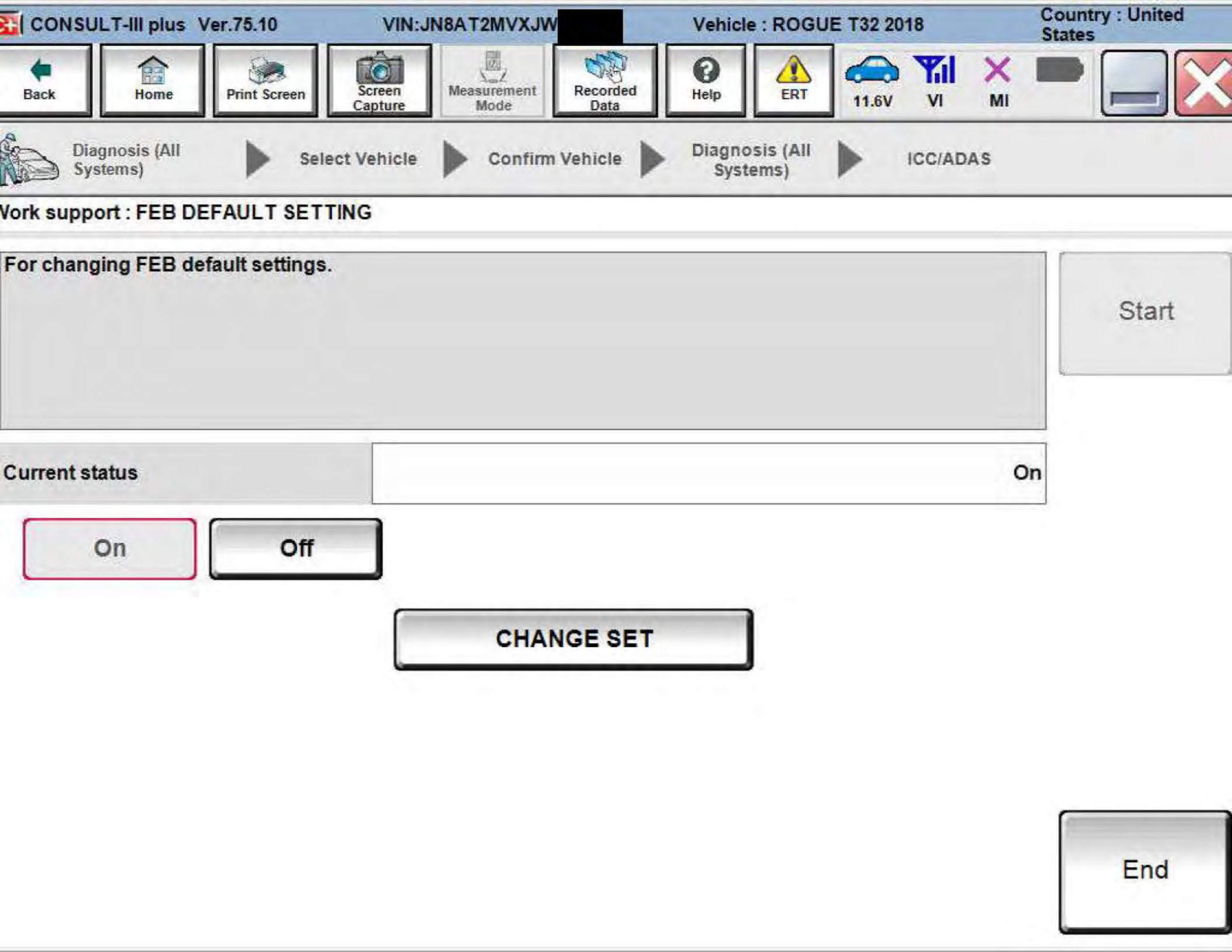
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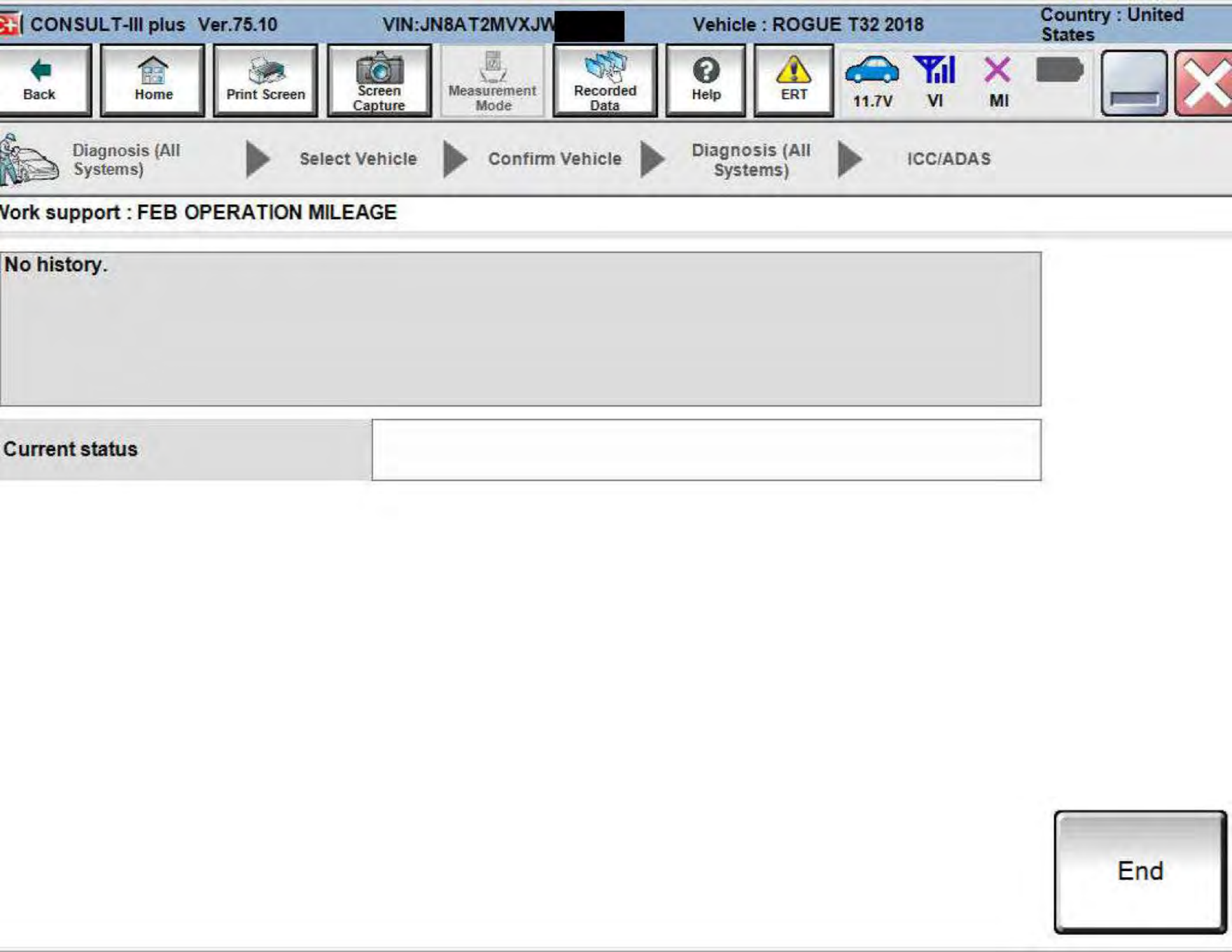

CONSULT-III plus Ver.75.10
VIN:JN8AT2MVXJW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE

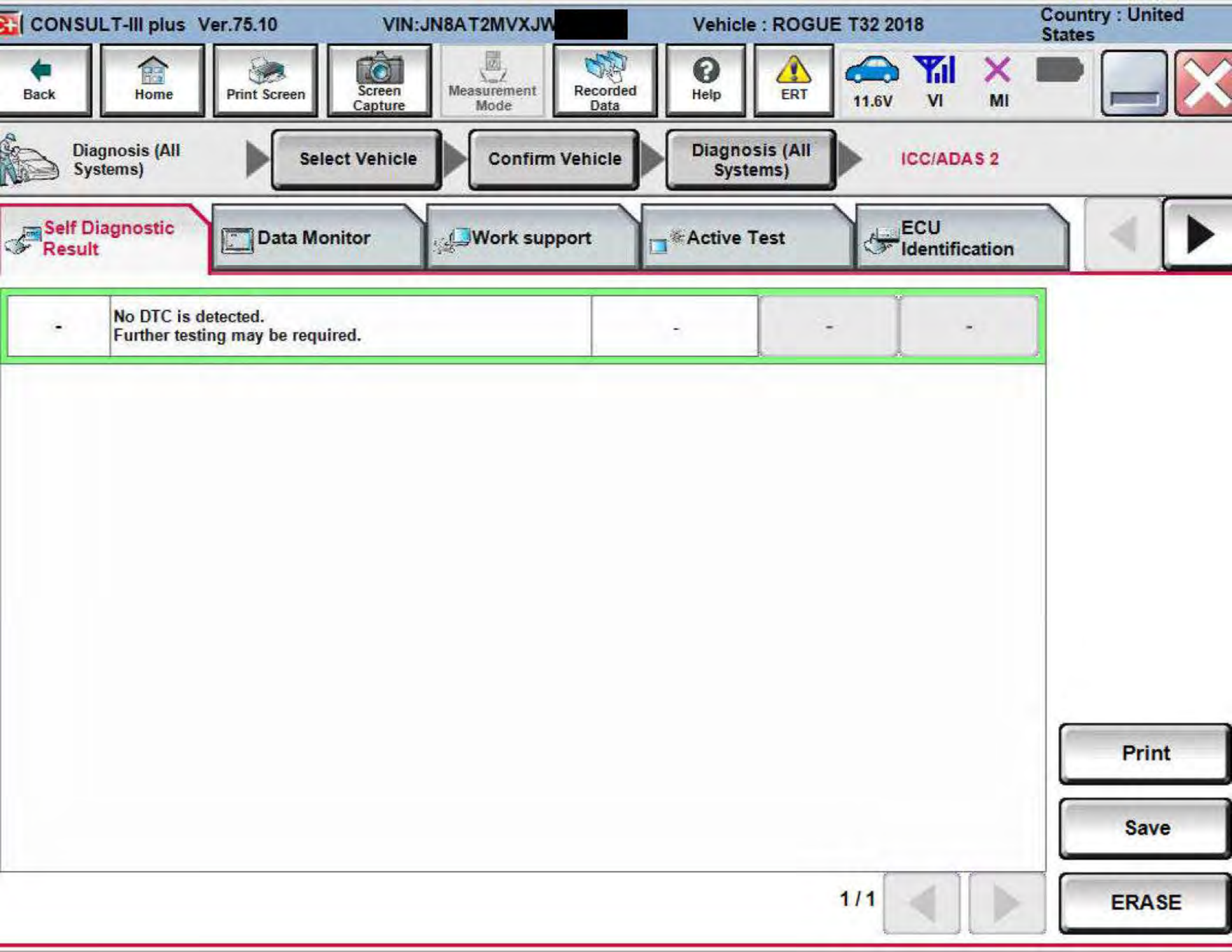

CONSULT-III plus Ver.75.10
VIN:JN8AT2MVXJW[redacted]
Vehicle : ROGUE T32 2018
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Measurement Mode
Recorded Data
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ERT
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Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
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CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
AUTO BACK DOOR 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
AUTO BACK DOOR
B2427 SPINDLE SENSOR RH PAST FFD DTC Expla
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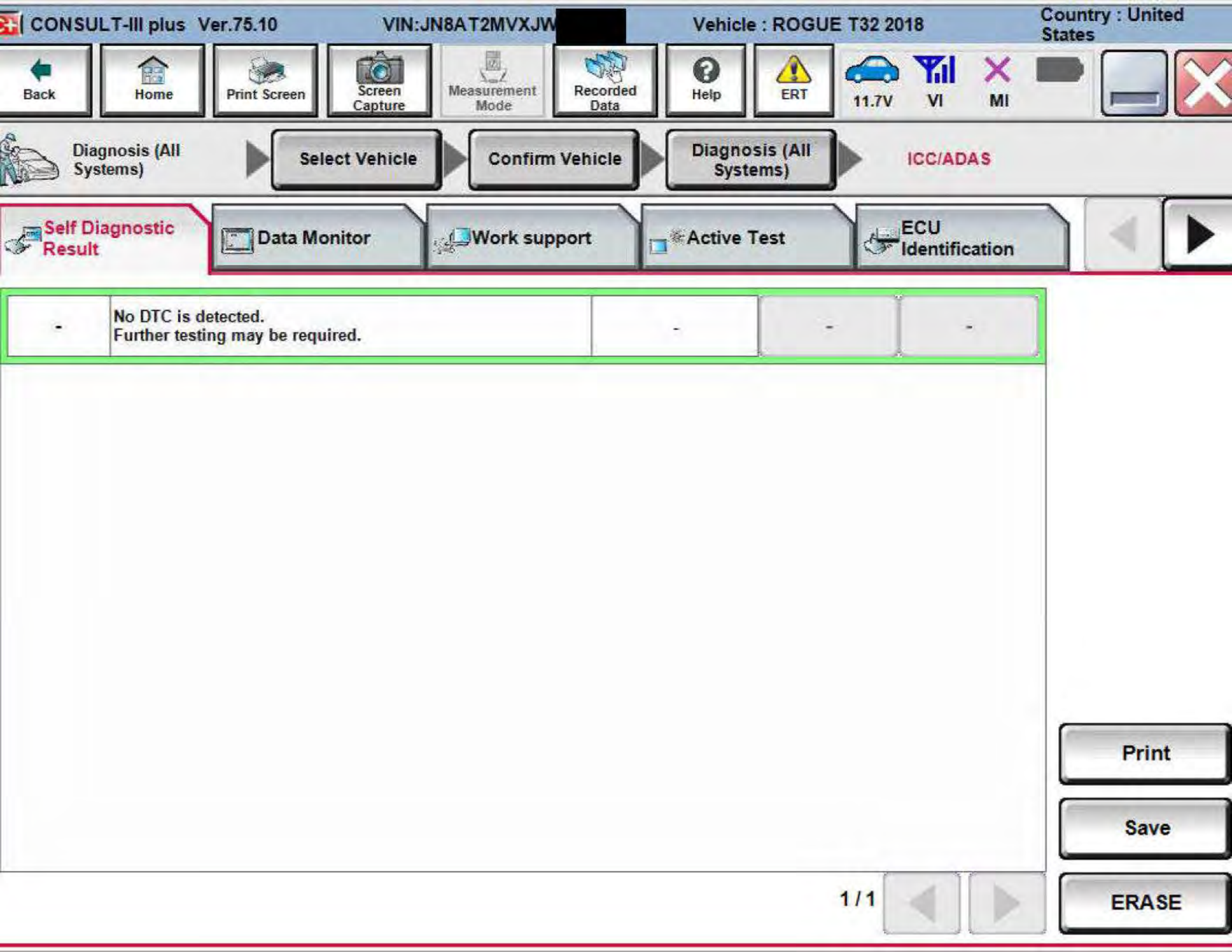

CONSULT-III plus Ver.75.10
VIN:JN8AT2MVXJW[redacted]
Vehicle : ROGUE T32 2018
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Measurement Mode
Recorded Data
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Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
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CANCEL CAUSE ITEM
Retry
Current status
Completed
LANE CAMERA BLOCKED
31
FR RADAR BLOCKED
91
End

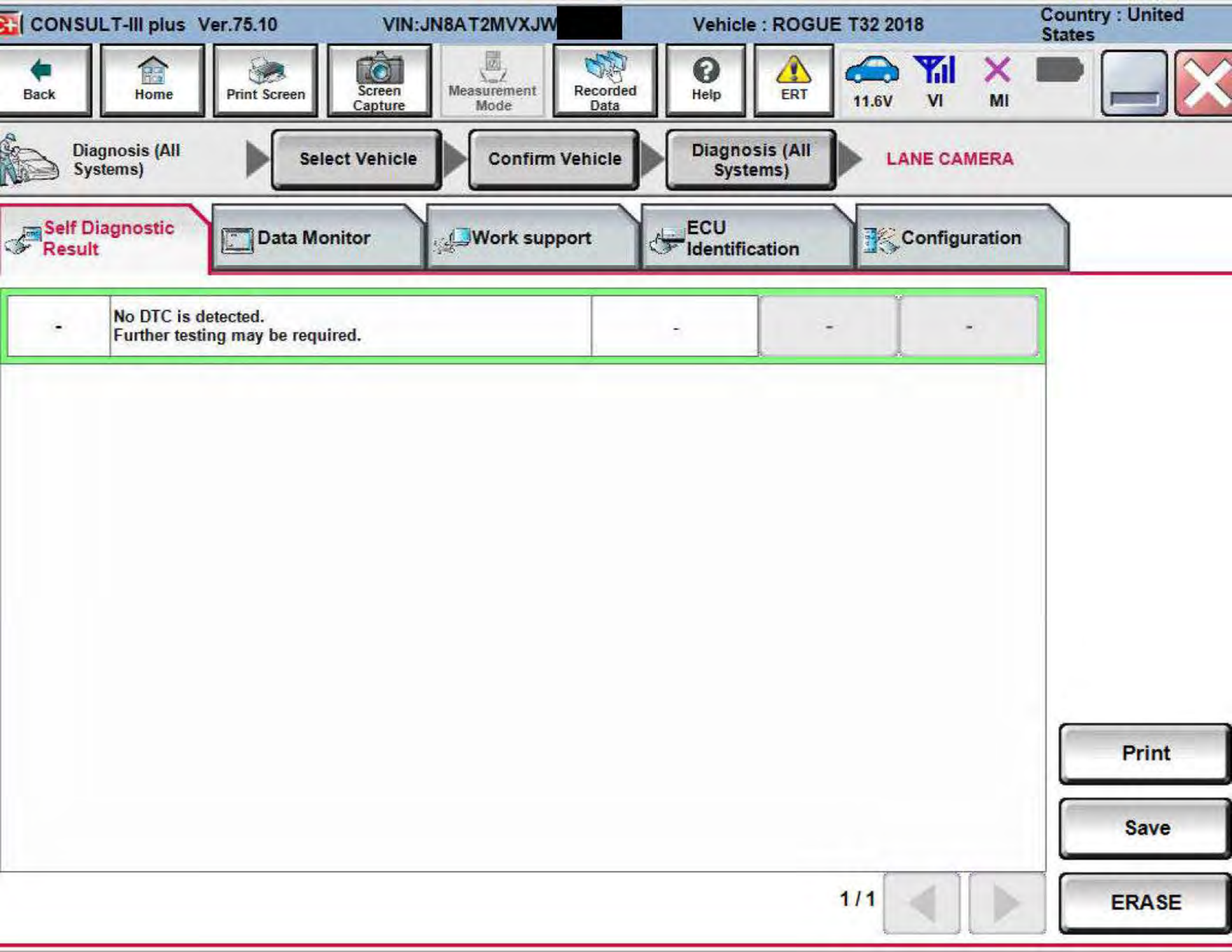

CONSULT-III plus Ver.75.10
VIN:JN8AT2MVXJW[redacted]
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Data Monitor
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Configuration
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No DTC is detected.
Further testing may be required.
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CONSULT-III plus Ver.75.10
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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.75.10
VIN:JN8AT2MVXJW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
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Measurement Mode
Recorded Data
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11.7V
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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.75.10
VIN:JN8AT2MVXJW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
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Self Diagnostic Result
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No DTC is detected.
Further testing may be required.
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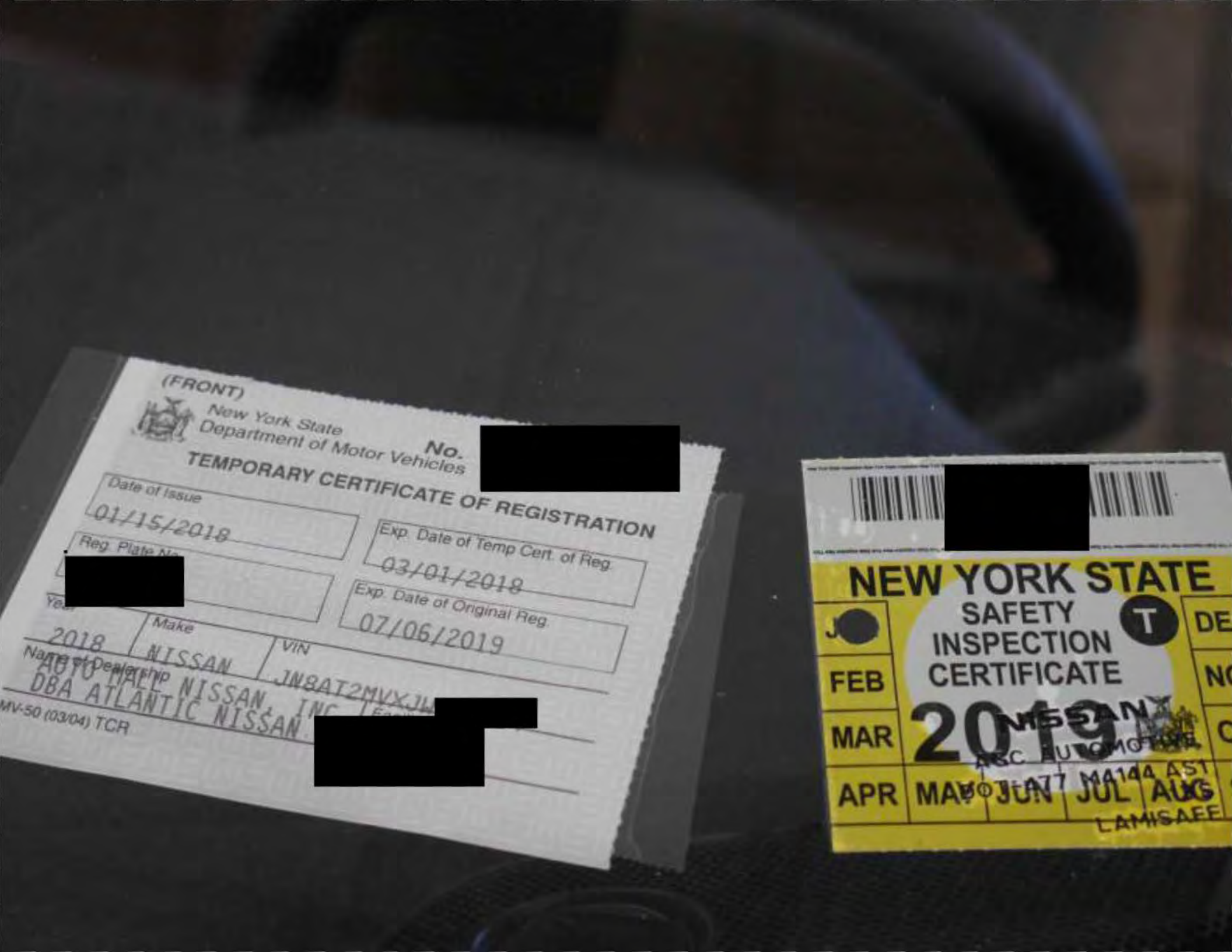

CONSULT-III plus Ver.75.10
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Further testing may be required.
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CONSULT-III plus Ver.75.10
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Measurement Mode
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Further testing may be required.
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120
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HUNTER


JN8AT2MVXJW


(FRONT)
New York State
Department of Motor Vehicles
No.
TEMPORARY CERTIFICATE OF REGISTRATION
Date of Issue
01/15/2018
Exp. Date of Temp Cert. of Reg
03/01/2018
Reg. Plate No.
Exp. Date of Original Reg
07/06/2019
Year
2018
Make
NISSAN
VIN
JN8AT2MVXJW
Name of Dealership
AUTO MALL NISSAN, INC
DBA ATLANTIC NISSAN
MV-50 (03/04) TCR
NEW YORK STATE
SAFETY
INSPECTION
CERTIFICATE
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ARC AUTOMOTIVE
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HUNTER




ROGUE


ROGUE











[redacted]


NISSAN


NISSAN


NISSAN








NISSAN


NISS




























Mobil 1




ROGUE



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4BADA
L


HUNTER
















UNION


ROGUE






UNION






BJ
DO NOT DROP
DXL
284G3 5FL0B
1533B00066DXL
234130-251
1025206


BJ
DO NOT DROP
DXL
284G3 6FL0B
1633800066DXL
234130-251
TRW
1025206
NISSAN


BJ
DO NOT DROP
DXL
284G3 6FL0B
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234130-251
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NISSAN










NISSAN




Pb
CAUTION / ATTENTION









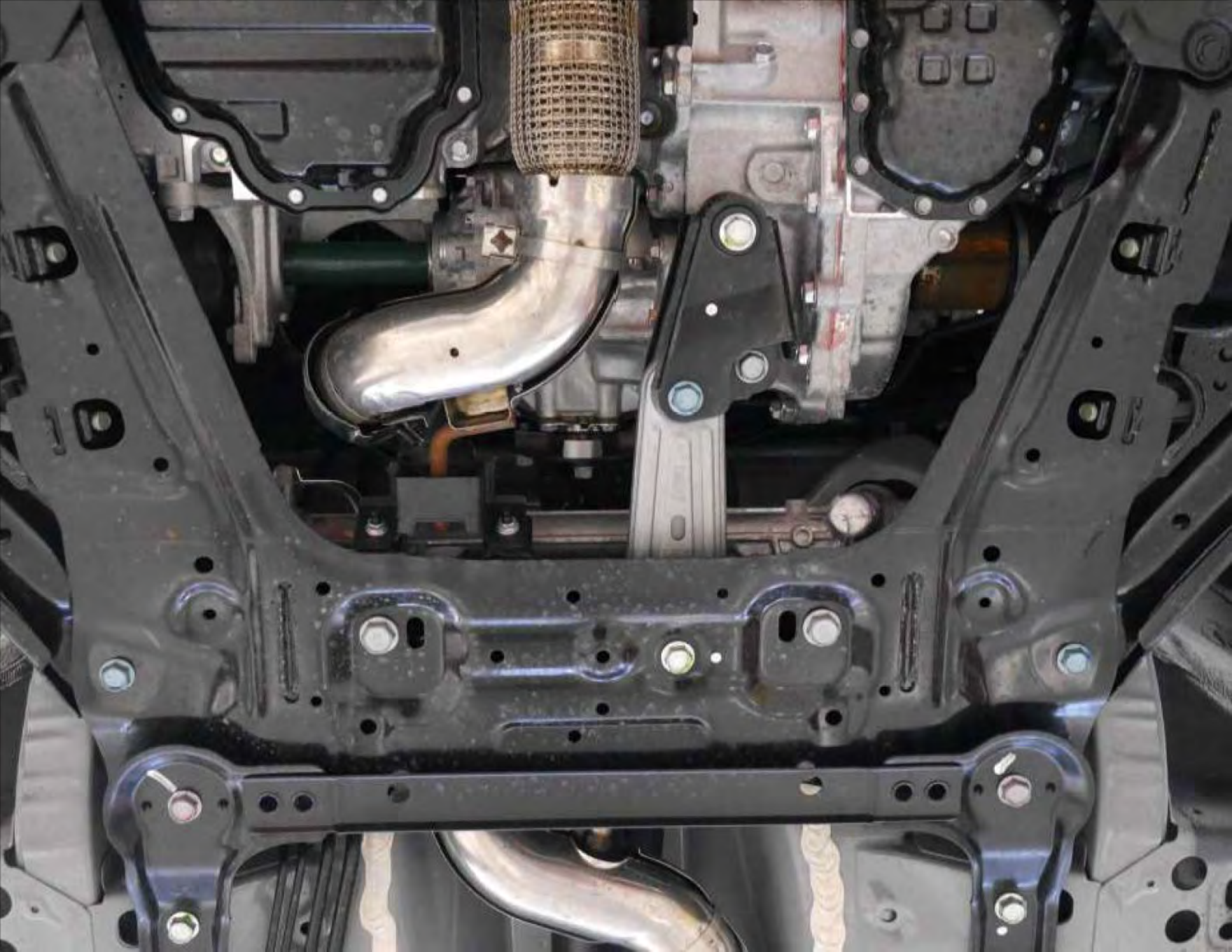




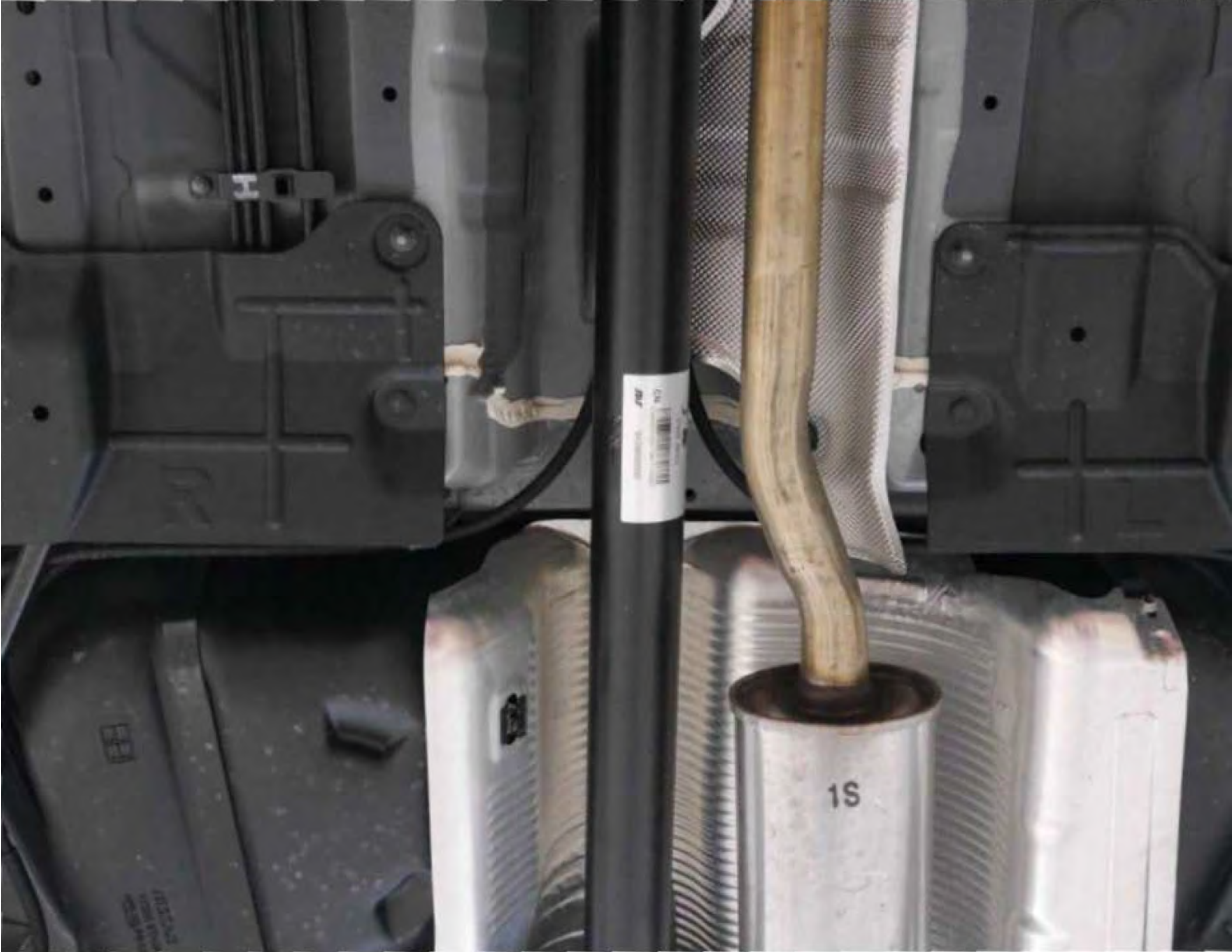











1S









Search

Samaritan Potter Help & Training

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

Vehicle
JN8AT2MVXJW[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [2] | Service History [5] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	JN8AT2MVXJW[redacted]		
Last Modified By	Alex Kang, 4/9/2018 1:51 PM	Branded Title	
Created By	NNAETL, 11/22/2017 11:45 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	700	MSRP	$35,875
Latest Recorded Mileage Units	M		
In Service Date	1/15/2018		

Manufacturing Data

Make/Model	2018 NISSAN ROGUE	Manufacturer Date	9/29/2017
Model Year	2018	Plant Name	KYUSHYU (NML)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22418	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	AIVI
Model Series		Model Line Code	RGE
Factory Installed Options	C03E10L92P01U35Z66		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), E10 (PREMIUM PAINT E10), L92 (FLOOR MATS (2PC FRONT, 2PC SEC), P01 (PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brand
1	BASIC COVERAGE	1/15/2021	36,000				
2	POWERTRAIN COVERAGE	1/15/2023	60,000				
3	SEAT BELT	1/15/2028	999,999				
4	CORROSION COVERAGE (PERFORATION)	1/15/2023	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	1/15/2026	60,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	VRS[redacted]	[redacted]	ATLANTIC NISSAN SUPERSTORE	NMAC lease	ROGUE	1/15/2018	

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]	2/14/2018 12:40 PM		700	Open	0	Alex Kang
| Edit | Cls	[redacted]	TECH LINE		2/9/2018 2:16 PM	2/9/2018 3:07 PM	776	Closed	0	Brian Terk

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	12/6/2017	3	NP AUTOMALL NISSAN INC.	3091	[redacted]	1
	SRH[redacted]			11/25/2017	1	NP NP	2420	[redacted]	
	SRH[redacted]		I	1/17/2018	4	Auto-Mall Nissan Inc	3091	[redacted]	
	SRH[redacted]		I	1/17/2018	4	Auto-Mall Nissan Inc	3091	[redacted]	
	SRH[redacted]		W	12/4/2017	4	Auto-Mall Nissan Inc	3091	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
11/22/2017 11:45 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	3/9/2018	[redacted]	Kevin	MacKay	NER	4/5/2018 1:00 PM	4/8/2018 3:57 PM

Back To Top

Always show me fewer / more records per related list

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PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2

DOCUMENTS

FIELD REPORTS



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

CDR File Information

User Entered VIN	5N1AT2MV0HC[redacted]
User	CARLOS ALBERT
Case Number	[redacted]
EDR Data Imaging Date	04/06/2018
Crash Date	03/07/2018
Filename	5N1AT2MV0HC[redacted]_ACM.CDRX
Saved on	Friday, April 6 2018 at 10:57:38
Imaged with CDR version	Crash Data Retrieval Tool 17.7
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.7
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). This data will not be available for all vehicles.
- "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_r007

DTCs at Time of Retrieval

None

Hexadecimal Data

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DID    Data

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

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

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

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

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

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

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
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Disclaimer of Liability

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

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV0HC[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 Rockaway Beach State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2017 Model Name ROGUE Mfg. Date 09/20/2017 VIN 5N1AT2MV0HC[redacted]

Mileage 4690 License # [redacted] State NY Country United States

Special equipment & accessories: Dash Camera, Extended view after market clip-on rear view mirror. After market floor mats. Photos 19, 23, and 81.

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

Number	Description	Status	Date
NA	NA	○ Open ◉ Closed	NA

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 03/7/2018 Time 9:30 PM

Location of Incident (describe fully): West bound on Belt Pkwy heading towards Manhattan near Exit 17.

Weather Conditions (Rain/Snow/Dry/Etc.): Light Snow mixed with scattered rain.

Vision obstruction (describe): NG

Temperature at time of incident 34.0° Parking location prior to time of incident NG

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV0HC[redacted]

Overnight temperature prior to incident: 37.4° | Length of time parked: NG

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant)	Claimant states while driving on the Belt Pkwy vehicle suddenly stopped with no other vehicles in front accompanied by a warning on dash stating obstruction of radar.
Relation to Roadway (on-road, off-road, left side, right side)	On Roadway right side.
Number of times incident occurred	2
Driver Action (braking, steering, etc.)	Claimant states was driving approaching exit 17 and 17s.
Special Circumstances	NG
Actions taken after incident and results of those actions	Claimant states a few seconds after vehicle came to a stop Claimant depressed the accelerator and vehicle continued driving normally.

Vehicle Estimated Speed	NG	Source	Claimant	Posted Speed Limit	50 MPH
Other Vehicle Estimated Speed	NA	Source	Claimant	Posted Speed Limit	50 MPH

Witness Present? ○ YES ◉ NO

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

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

#	Allegation	Allegation made by
1	Claimant alleges vehicle came to a stop unprovoked accompanied by a "radar obstruction" message on the dash.	Claimant

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant

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



Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV0HC[redacted]

Occupant Name [redacted] DOB [redacted] Height 5'6

Address [redacted] Rockaway Beach, NY [redacted] USA Weight 170

Location Incident Vehicle Seating Position 1 - Driver

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

Nature & Extent of Injuries NG

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

Add Occupant | Remove Occupant

☐ No Occupants Comments NA

V. Other Property Damage

☒ No Other Property Damage

Source of information Claimant

VI. Investigation Results

Date of vehicle inspection 04/06/2018

Location of inspection Garden City Nissan

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

NA

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

Photos taken by [redacted] # Photos 91

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

Exterior/Body	No abnormalities found. Please see photos - 1-22, 64-79.
Engine/ Transmission/ Drivetrain	No abnormalities found. Please see photos - 46-54.
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found. Please see photos - 55-62.
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	After market floor mats installed on top of factory carpet mats. No abnormalities found. Please see photos - 23-45.
Seat Belts/ Child Restraints (if applicable)	No abnormalities found. Seat belts in the stowed unlocked position. Please see photos - 23-45.

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV0HC[redacted]

Air Bags	No abnormalities found. Airbags are in the un-deployed and stowed position. Please see photos - 23-45.

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

Vehicle has a dash cam mounted, DTS removed prior to test drive along with removal of clip-on rear view mirror. Please see photos - 19, 80-81.

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

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

#	Allegation	Factual Findings
1	Claimant alleges vehicle came to a stop unprovoked accompanied by a "radar obstruction" message on the dash.	During DTS inspection of vehicle code C1A16-97 Radar Stain was stored in Laser/Radar in past state along with U1002 stored in ABS also in past state. Please see uploaded C3+ screen shots. No FEB activation mileage stored and no CDR Events stored. DTS test drove for approximately 28 miles with mixed highway and regular street driving with no duplication or activation of any warnings. Vehicle is performing characteristic of model.

Add Row | Remove Row

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

Reporter's Signature *Carlos Albert*

Reporter's Name & Region Carlos Albert
North East Region

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV0HC[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe): NA

Comments: For status of above mentioned features please see photos - 82-91.

II. Diagnostic Download and EDR Data

Instructions:

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

	Yes	No	Comments
Full diagnostic download included in report?	◉	○	Please see uploaded C3+ Screen Shots.

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV0H[redacted]

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

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	Not Equipped.
○	◉	Physical damage to camera? (ie. cracks)	Not Equipped.
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	No abnormalities found. Please see photos - 53-54
○	◉	Physical damage to radar sensor units? (ie. cracks)	No abnormalities found. Please see photos - 53-54, 15-17.
◉	○	Electrical connection to radar module firmly seated?	No abnormalities found.
○	◉	Electrical connection to camera module firmly seated?	Not Equipped.
○	◉		NA

End of Form

*Name your file while saving.

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

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



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 [28] | Case Categorizations [1] | Open Activities [0] | Activity History [8] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [2] | Attachments [3] | 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	Dakota McGregor [Change]
Home Phone	[redacted]	Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	3/16/2018 9:06 AM
Letter Received Date		Date/Time Closed	
Follow Up Date	4/27/2018	Multiple Repairs	No
Follow Up Request	Send Follow Up Email		
Supporting Documents		DRT Support Status	DRT Assigned
CA Multiple Repairs		DRT Support IIR Status	Accepted
Executive Actions To Resolve		DRT Resolution Status	
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,000		

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	5N1AT2MV0HC[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29417	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	GARDEN CITY NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	7	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	3/20/2018	Vehicle Service Contract	
RHR Completed	3/20/2018	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: 5N1AT2MV0HC[redacted]		
Created By	Denise Rosacker, 3/16/2018 9:06 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 4/12/2018 9:09 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By: Dakota McGregor (4/12/2018 4:26 PM)** ARBS notes that IIR was uploaded to FTP
Make Private	✓	**Created By: Dakota McGregor (4/4/2018 11:47 AM)** ARBS placed outbound to DLR Garden City Nissan ARBS spoke to Service Receptionist Bebe as ARBS could not get SA or SM Service Receptionist confirmed appointment for 04/06/18 at 10AM ARBS informed C will need a rental/loaner for inspection ARBS informed that C has requested an SUV, but C has been informed is based of of DLR's availability Service Receptionist understood
Make Private	✓	**Created By: Dakota McGregor (4/4/2018 11:45 AM)** ARBS placed outbound to c[redacted] ARBS informed that inspector does have an inspection date for 04/06/18 at 10 AM C confirmed inspection date ARBS informed that if C cannot make this appointment that Nissan will not be in a position to reschedule C understood ARBS offered further assistance C declined ARBS thanked C c thanked ARBS Call ended mutually
Make Private	✓	**Created By: Dakota McGregor (4/3/2018 10:08 AM)** ARBS submitting DTS request for reschedule ARBS e-mailed DTS requesting new inspection date be put in salesforce
Make Private	✓	**Created By: Dakota McGregor (4/3/2018 10:06 AM)** ARBS placed outbound to c[redacted] C states that C was not able to make appointment C states would like reschedule ARBS informed that would check on rescheduled date then get back with C C agreed C states is with a customer and will have to let ARBS go ARBS understood Call ended mutually
Make Private	✓	**Created By: Dakota McGregor (3/27/2018 5:23 PM)** ARBS placed outbound to DLR Garden City Nissan ARBS notes was transferred straight to vmx ARBS placed outbound to DLR Garden City Nissan ARBS spoke to SA Omar ARBS provided inspection date and time to SA 04/03/18 at 10AM ARBS informed C would drop off the veh at 9AM that day and has requested SUV loaner rental SA informed that would have a rogue ready for C ARBS did inform that C is aware that is based off of what DLR has available SA understood ARBS informed that loaner/rental would be provided for inspection date only unless C contacts ARBS back SA understood and agreed SA confirmed inspection date SA states SA requires nothing further from ARBS ARBS thanked SA
		Created By: Dakota McGregor (3/27/2018 5:20 PM) ARBS placed outbound to C[redacted] ARBS verified C had time to speak to ARBS C confirmed inspection date of 04/03/18 at 10AM C informed that would drop veh off at 9AM and would like to pick up the loaner at that time C requested an SUV and not regular sedan ARBS informed that would be at DLRs discretion and is based off of what DLR has available

Make Private	ARBS informed would let DLR know Cs request C understood C offered product suggestion ARBS informed that Nissan does not take unsolicited product suggestions C states C might send Nissan a letter with Cs suggestion ARBS reminded C that would be a several hour inspection ARBS reminded C that would be 2-4 weeks after inspection before resolution ARBS offered further assistance C declined ARBS thanked C C thanked ARBS Call ended mutually
Make Private	**Created By: Dakota McGregor (3/26/2018 2:33 PM)** ARBS submitting DTS request
Make Private	**Created By: Dakota McGregor (3/26/2018 2:33 PM)** ARBS additional notes: C did inform that there was no accident, no injury and no property damage
Make Private	**Created By: Dakota McGregor (3/26/2018 2:26 PM)** ARBS received inbound from C ARBS verified C had time to speak to ARBS ARBS verified and completed probe C states most recent incident happened on March 7th and 2 weeks ago C states that happened close to exit 17 and was the exit before 17S C states that was close to 114th street on Bell parkway C states that veh suddenly stopped with no vehicles in front of C C states that received a message and the veh stopped with a red image C states that was very surprising, and C was not able to read what the warning was that popped up C states that after a couple of seconds, c pressed the gas then everything went back to normal C states that there was only one vehicle 20 to 30 feet behind C in the right lane C states that there was another vehicle eventually behind C C states that otherwise the highway was empty C states that there were no signs, no intersection lights C states that there were no overhead obstructions whatsoever C states that does not remember the exact mileage at time of the incident C states that DLR informed C that is a known problem C states that DLR Garden City Nissan informed C of this C states that also if snows and rains veh informs that FEB is not working C states that C has a picture of two vehicles that pulls up ARBS explained this is correct operation of the system and explained some system obstructions/ limitations C understood ARBS advised c that NNA would be interested in inspecting the veh ARBS advised c that it can take 2-4 weeks to get an inspector out and another 2-4 weeks to get the results depending on the inspector's schedule c stated ok ARBS advised c that c would have to make the vehicle available at the Nissan dealer for the inspection and the inspection would take several hours ARBS offered C a rental/loaner veh during entire process C states C would only like a rental/loaner for day of inspection ARBS understood C informed would like to know how to disable the FEB System from Cs end ARBS put C on brief hold and reviewed case with SRPLNR FD ARBS apologized to C for hold ARBS informed C of how C can disable temporarily the FEB by using the instrument control panel menu C understood c stated ok ARBS advised c that ARBS will request the inspection and will call c once a date is available ARBS offered further assistance C inquired about repurchase ARBS informed at this time that Cs veh does not qualify for repurchase C inquired about after process and if is a defect ARBS informed would be Cs discretion if C would like reviewed or not at that time C states C would just like problem to go away whether veh is repaired or replaced ARBS understood and informed that any review would be at Cs discretion, and C would need to inquire at that time if C is interested C understood ARBS thanked C C thanked ARBS Call ended mutually
Make Private	**Created By: Dakota McGregor (3/23/2018 3:22 PM)** ARBS placed outbound to C [redacted] C states that C does not have 20-25 minutes C states that C will call ARBS back on 03/26/18 at 11AM CST ARBS understood ARBS thanked C C thanked ARBS Call ended mutually
Make Private	**Created By: Dakota McGregor (3/23/2018 3:06 PM)** (917) 854-6539 ARBS placed outbound to C C states is a bad time as C is with a customer and would like a callback in 5 or more minutes ARBS understood and apologized Call ended mutually
Make Private	**Created By: Dakota McGregor (3/23/2018 3:04 PM)** ARBS Reviewed case with SRPLNR FD ARBS notes if applicable, ARBS can provide C a loaner/rental veh
Make Private	**Created By: Dakota McGregor (3/23/2018 3:04 PM)** ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE **********
Make Public	**Created By: Samantha Dixon (3/22/2018 3:04 PM)** ARBS DM OOO ARBS changing follow up
Make Public	**Created By: Courtney Smith (3/21/2018 1:03 PM)** ARBS reviewed the repair history and at this time, NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that significantly impair the operation of the vehicle. NNA will continue to honor the terms and conditions of all applicable warranties. ARBS recommends RCAS review the file with RCAS's TL and CSM to determine the best course of action for the file.
	Created By: Courtney Smith (3/21/2018 1:02 PM) ARBS CTS notes the following INITIAL RHR Review & Summary:

11/27/2017 @ 653 miles RO#[redacted].1 day down
Issue:
1. C/s gas pedal shifted position to the right.
Action:
1. Could not duplicate customer concern. No repairs needed.

3/14/2018 @ 4,006 miles RO#[redacted].1 day down
Issue:
1. C/s that on the highway the vehicle was braking when there was no vehicle around
Action:
1. Tech checked and scanned system and found stored DTC's for radar stain tech erased DTC.

Make Public

2 days down
State: ny
In service date: 11/13/2017
Miles: 4,006

1 repair related to gas pedal shifting position to the right
1 repair related to vehicle braking when there is no vehicle around

No Vehicle Campaigns
No Warranty Cases
No Additional cases found
No Tech Line Case found
No Vehicle Service Contracts
No DTS Service found

Make Public

Created By: Samantha Dixon (3/20/2018 11:39 AM)
C contacted NNA about FEB concern, repurchase/replacement

Make Public

Created By: Nicki Barror (3/20/2018 8:37 AM)
DRTS received the RHR. The RHR was assigned to ARBS Courtney Smith for review.

Make Public

Created By: Amanda Yett (3/20/2018 7:41 AM)
C contacted NNA about FEB concern.

Created By: Amanda Yett (3/20/2018 7:40 AM)
RCAS-AY placed outbound call to Customer at[redacted] on 3/20/18 at 7:35 AM.
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 concerns.

C stated that veh without any reason stopped in the middle of highway.

RCAS-AY started IIR.

C stated that it occurred on the highway, 2 Wednesdays ago around 8:30 PM.
C stated that C had just gotten oil changed so it was 4,000 miles.

RCAS-AY asked how C would like NNA to be involved.

C stated that DLR told C it is a known problem.
C stated that C wants NNA to replace C's veh.
C stated that abruptly stopping can cause accident.

RCAS-AY advised of RHR process.

Make Private

Why do you want to return the veh to NNA?
C stated because of FEB concerns.

Where is the veh currently?
With C

Where was the veh purchased?
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?
Garden City Nissan

Has the veh been taken to multiple Nissan/Infinity dealers?

C confirmed this is the best contact number.

RCAS-AY understood.
RCAS-AY reiterated follow up on 3/23.

C declined further assistance.

RCAS-AY thanked C for C's time.

Call ended mutually.

Make Private

Created By: Amanda Yett (3/19/2018 1:56 PM)
RCAS-AY placed outbound call to Customer's at[redacted] on 3/19/18 @ 1:41 PM.
RCAS-AY left VMX with case number and direct line.
RCAS-AY requested callback.

Make Private

Created By: Amanda Yett (3/19/2018 1:35 PM)
RCAS-AY placed outbound call to GARDEN CITY NISSAN on 3/19/18 at 1:30 PM and spoke with Service Manager-Will Rosano.
RCAS-AY provided last six of VIN.
SM-WR advised Radar stain, cleaned and could not duplicate further concerns.

Make Private

Created By: Amanda Yett (3/19/2018 1:25 PM)
RCAS-AY placed outbound call to DLR.
RCAS-AY left VMX for SM-Will Rosano requesting callback.

Created By: Amanda Yett (3/19/2018 10:43 AM)

Make Private ✓ RCAS-AY placed outbound call to DLR.
RCAS-AY left VMX for SM-Will Rosano requesting callback.

Make Private ✓ **Created By: Amanda Yett (3/16/2018 10:19 AM)**
RCAS-AY unable to datanet.

Make Public **Created By: Denise Rosacker (3/16/2018 9:14 AM)**
****** [CASE SUMMARY] ******

CRR-DR sending case to RCAS for inspection and assistance for Radar Stain repair as DLRSHP requested C do.

Created By: Denise Rosacker (3/16/2018 9:13 AM)
CRR-DR VERIFIED Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-DR VERIFIED VEH Information including: VIN #, Current Mileage,
CRR-DR CHECKED for open recalls/campaigns and found: 0
CRR-DR CHECKED for previous UNRELATED Case(s) and found: 0
CRR-DR CHECKED previous RELATED Case(s) and found: 0

CRR-DR Noted Main Concern: Intelligent Braking System – Radar Stain

CRR-DR received inbound call from C: Vladimir Bash

C stated C was calling as C is having a concern with VEH
C stated C took VEH to DLRSHP as VEH just stops moving while driving
C stated C has a 2017 Rogue with 4,000 miles on it
C stated DLRSHP told C to call NNA to start case to have an inspector come down and look at VEH for the Radar Stain

Make Public CRR-DR apologized for this concern and agreed to put in request for C
CRR-DR verified C's info name, address, phone, email, VIN and mileage
CRR-DR informed C a case would be made and forwarded to RCAS for further review
CRR-DR informed C that RCAS would contact C by COB Mar. 19, 2018

C acknowledged and thanked CRR-DR for assistance

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

C declined.

CRR-DR provided C with agent ID 7319173 and case number [redacted]

C understood

CRR-DR closing case.

Call ended mutually.

Best contact #[redacted]

Case Categorizations

New Case Categorization | Case Categorizations Help

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

Open Activities

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

No records to display

Activity History

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

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Request[redacted] GARDEN CITY NISSAN			4/5/2018	Carlos Albert		Complete	4/3/2018 4:18 PM
Edit | Del	DTS Follow Up[redacted]: GARDEN CITY NISSAN			4/5/2018	Dakota McGregor		Complete	4/3/2018 10:09 AM
Edit | Del	DTS Request[redacted] GARDEN CITY NISSAN			3/28/2018	Carlos Albert		Complete	3/26/2018 4:23 PM
Edit | Del	DTS Follow Up[redacted]: GARDEN CITY NISSAN			3/28/2018	Dakota McGregor		Complete	3/26/2018 2:40 PM
Edit | Del	IIR		[redacted]	3/21/2018	Dakota McGregor		Complete	3/26/2018 12:08 PM
Edit | Del	RHR review[redacted]	RHR	[redacted]	3/20/2018	Courtney Smith	Consumer Affairs RHR	Complete	3/21/2018 1:03 PM
Edit | Del	RHR assigned[redacted]		[redacted]	3/20/2018	Amanda Yett		Complete	3/20/2018 8:38 AM
Edit | Del	Review RHR Decision		[redacted]		Dakota McGregor		Complete	3/26/2018 2:15 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	Amanda Yett, 3/20/2018 7:36 AM	3/20/2018			5N1AT2MV0HC[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	4/3/2018 9:00 AM	Carlos	Albert	No Show
Edit	[redacted]	4/6/2018 9:00 AM	Carlos	Albert	Completed

Attachments

Attachments Help

Attach File | View All

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RO[redacted].pdf	56KB	3/20/2018 11:40 AM	Amanda Yett
Edit | View | Del	RHR[redacted].doc	55KB	3/20/2018 11:40 AM	Amanda Yett
Edit | View | Del	RHR Template- Northeast Region Case[redacted] VLADMIR BASH.doc	80KB	3/20/2018 11:40 AM	Amanda Yett

Case History

Case History Help

Date	User	Action
4/12/2018 4:26 PM	Dakota McGregor	Changed **Follow Up Date** from 4/26/2018 to **4/27/2018**.
4/12/2018 4:26 PM	Dakota McGregor	Changed **Follow Up Date** from 4/13/2018 to **4/26/2018**.
4/4/2018 11:48 AM	Dakota McGregor	Changed **Follow Up Date** from 4/4/2018 to **4/13/2018**.
4/3/2018 10:10 AM	Dakota McGregor	Changed **Follow Up Date** from 4/10/2018 to **4/4/2018**.
3/27/2018 5:15 PM	Dakota McGregor	Changed **Follow Up Date** from 3/27/2018 to **4/10/2018**.
3/26/2018 2:14 PM	Dakota McGregor	Changed **Follow Up Date** from 3/26/2018 to **3/27/2018**.
3/23/2018 3:22 PM	Dakota McGregor	Changed **Follow Up Date** from 3/23/2018 to **3/26/2018**.
3/22/2018 3:05 PM	Samantha Dixon	Changed **Follow Up Date** from 3/22/2018 to **3/23/2018**.
3/21/2018 4:31 PM	Dakota McGregor	Changed **Follow Up Date** from 3/21/2018 to **3/22/2018**.
3/20/2018 5:26 PM	Dakota McGregor	Changed **Follow Up Date** from 3/23/2018 to **3/21/2018**.
3/20/2018 11:40 AM	Samantha Dixon	Changed **Case Owner** from Amanda Yett to **Dakota McGregor**.
3/20/2018 11:39 AM	Samantha Dixon	Changed **Description**.
3/20/2018 8:38 AM	Nicki Barror	Changed **DRT Support Status** from Pending to **DRT Assigned**.
3/20/2018 7:47 AM	Amanda Yett	Changed **RHR Completed** to **3/20/2018**.
		Changed **Follow Up Date** from 3/20/2018 to **3/23/2018**.
3/20/2018 7:41 AM	Amanda Yett	Changed **RHR Started** to **3/20/2018**.
		Changed **Description**.
3/19/2018 1:56 PM	Amanda Yett	Changed **Follow Up Date** from 3/19/2018 to **3/20/2018**.
3/19/2018 10:43 AM	Amanda Yett	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV0HC[redacted] to **CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV0HC[redacted]**
3/16/2018 10:19 AM	Amanda Yett	Changed **Description**.
3/16/2018 9:14 AM	Denise Rosacker	Changed **Escalated By ID** to[redacted]
		Changed **Case Owner** from Denise Rosacker to **Amanda Yett**.
3/16/2018 9:06 AM	Denise Rosacker	Changed **VIN** to **5N1AT2MV0HC[redacted]**
		Changed **Subject** to **CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV0HC[redacted]**
		Created.

Emails

Send an Email

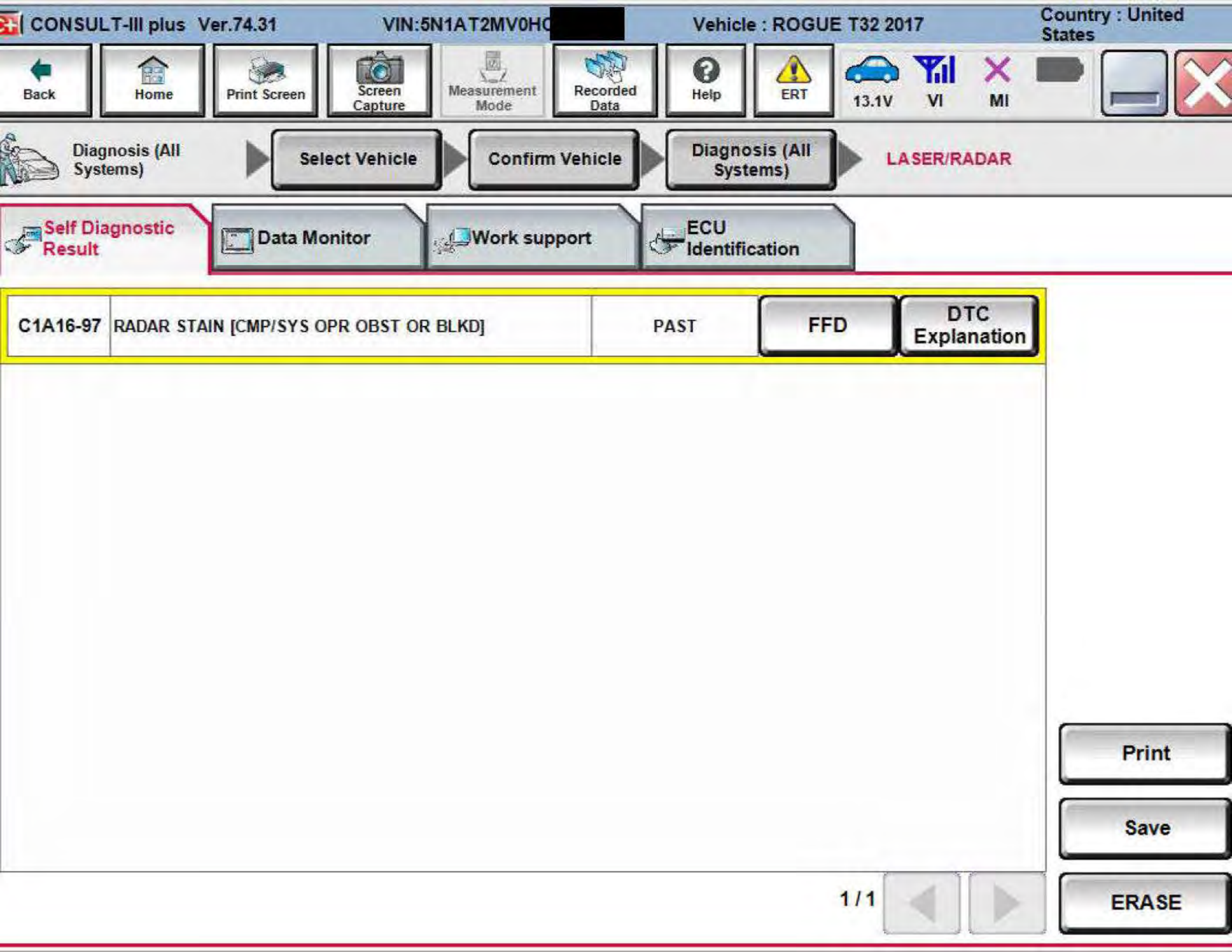
Emails Help

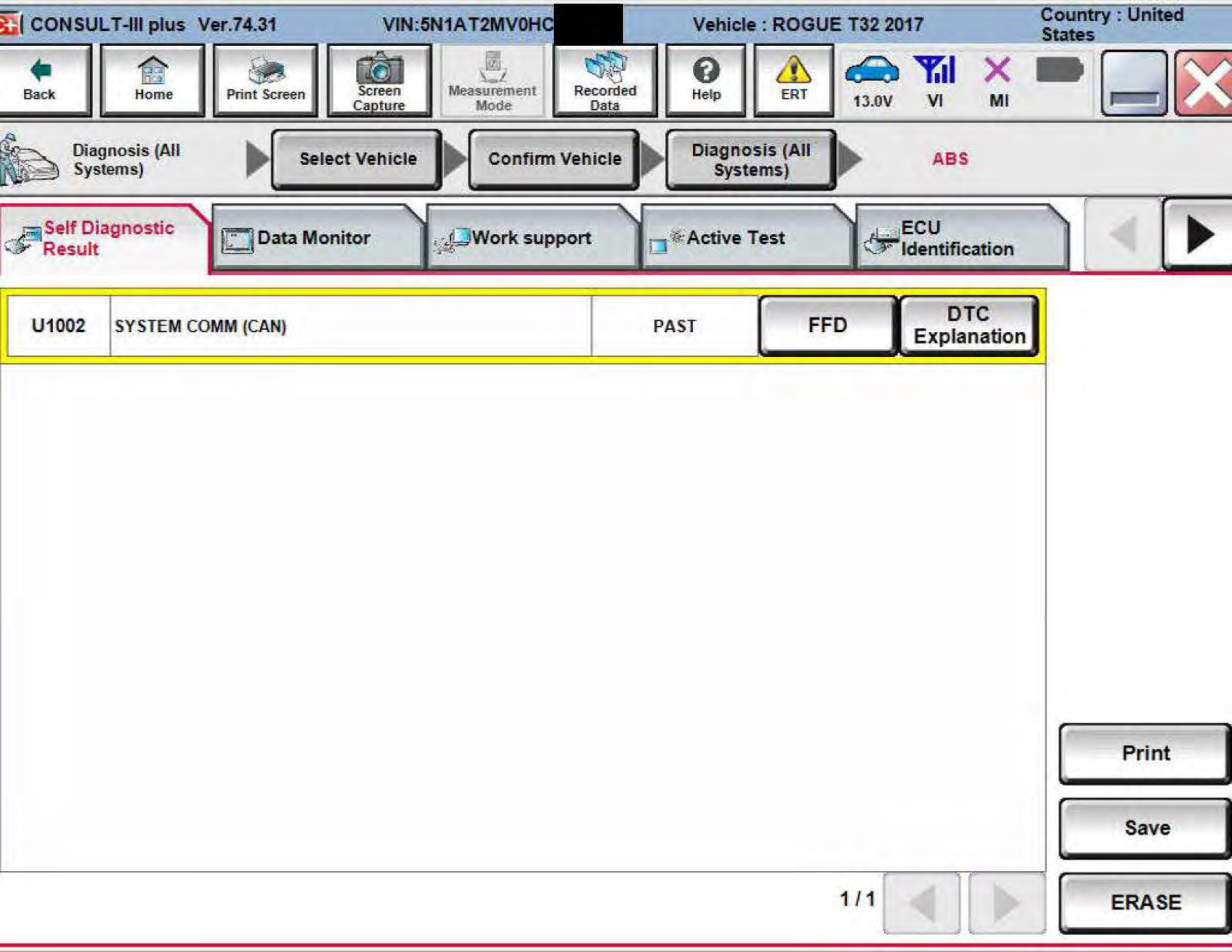
No Emails Available

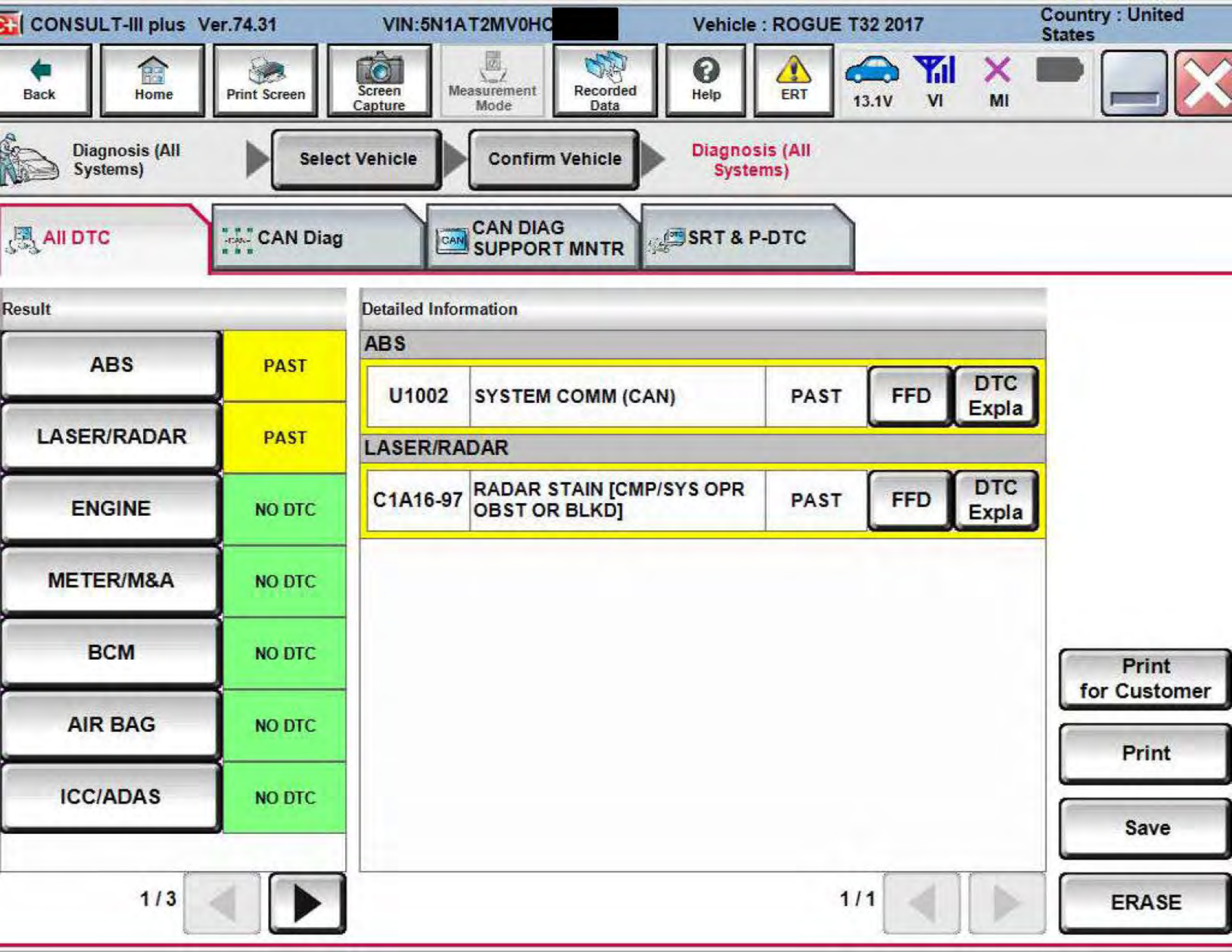
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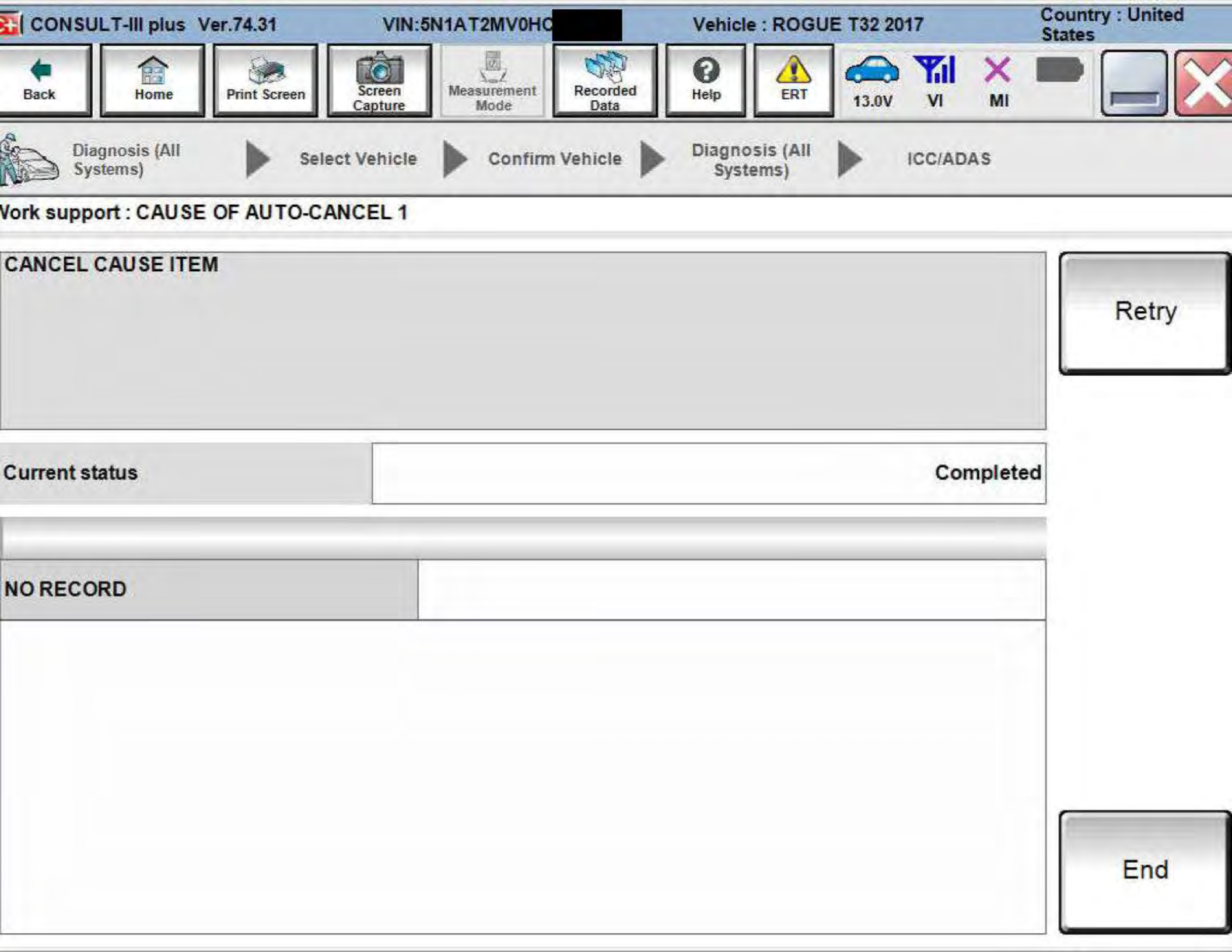
Always show me fewer / more records per related list

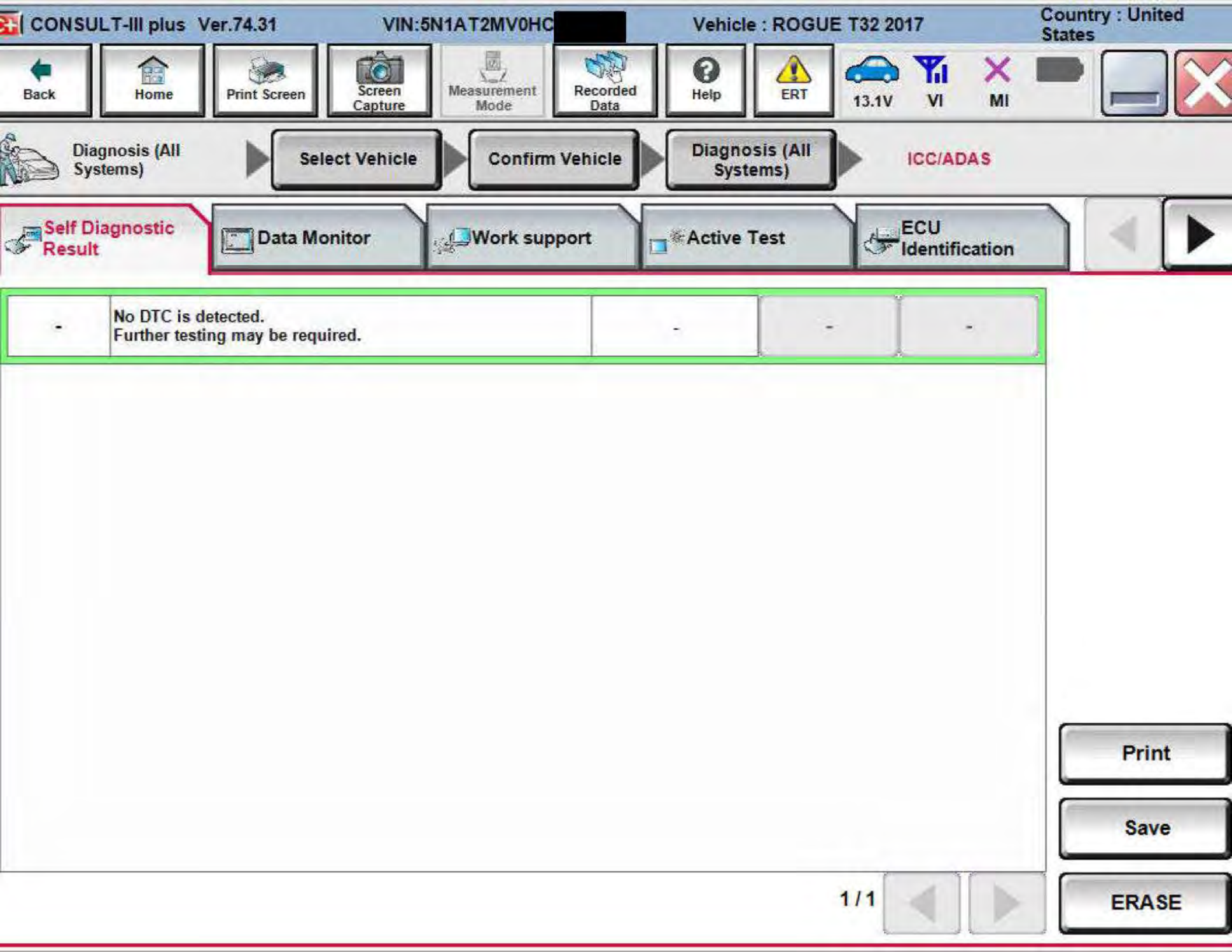
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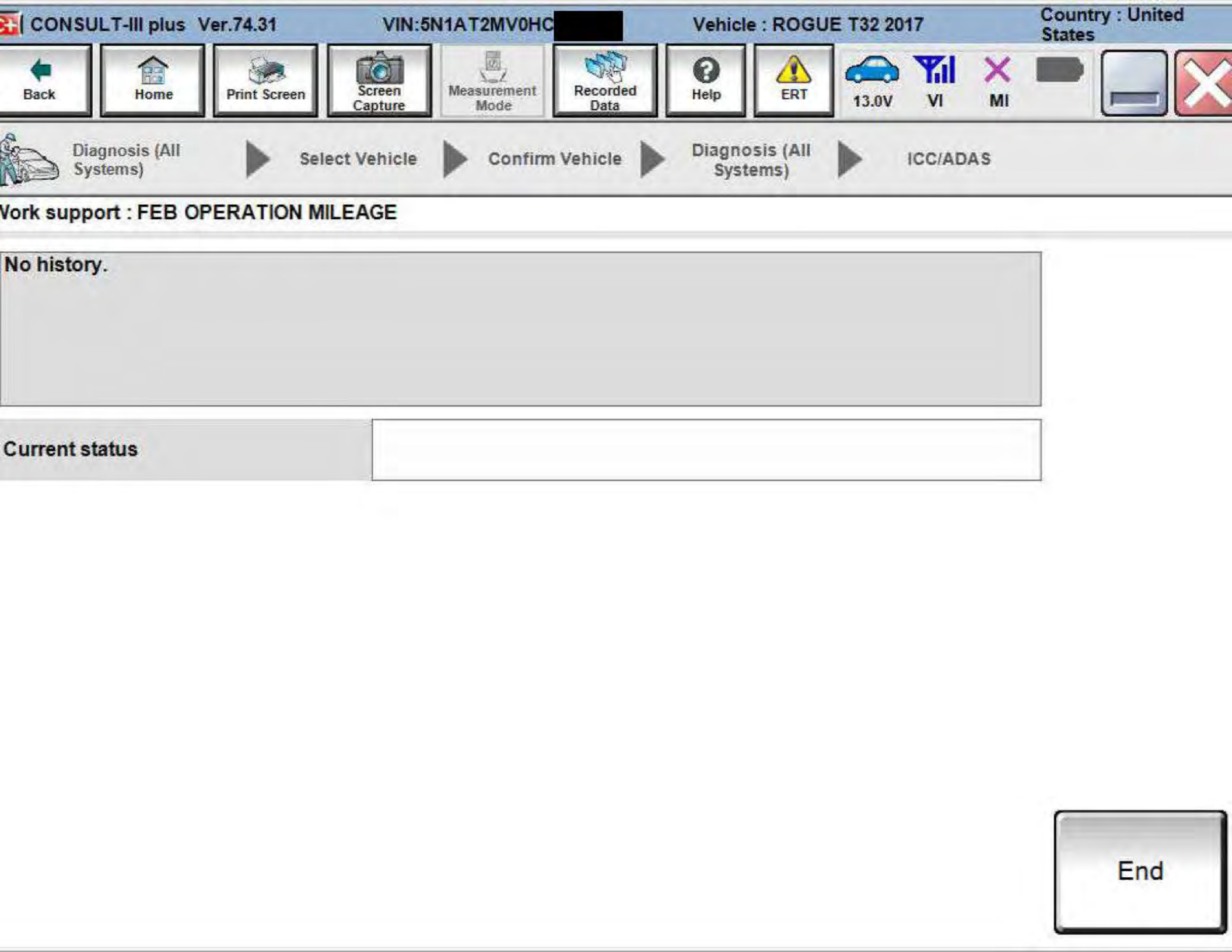

CONSULT-III plus Ver.74.31
VIN:5N1AT2MV0HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
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Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
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FFD
DTC Explanation
Print
Save
1 / 1
ERASE

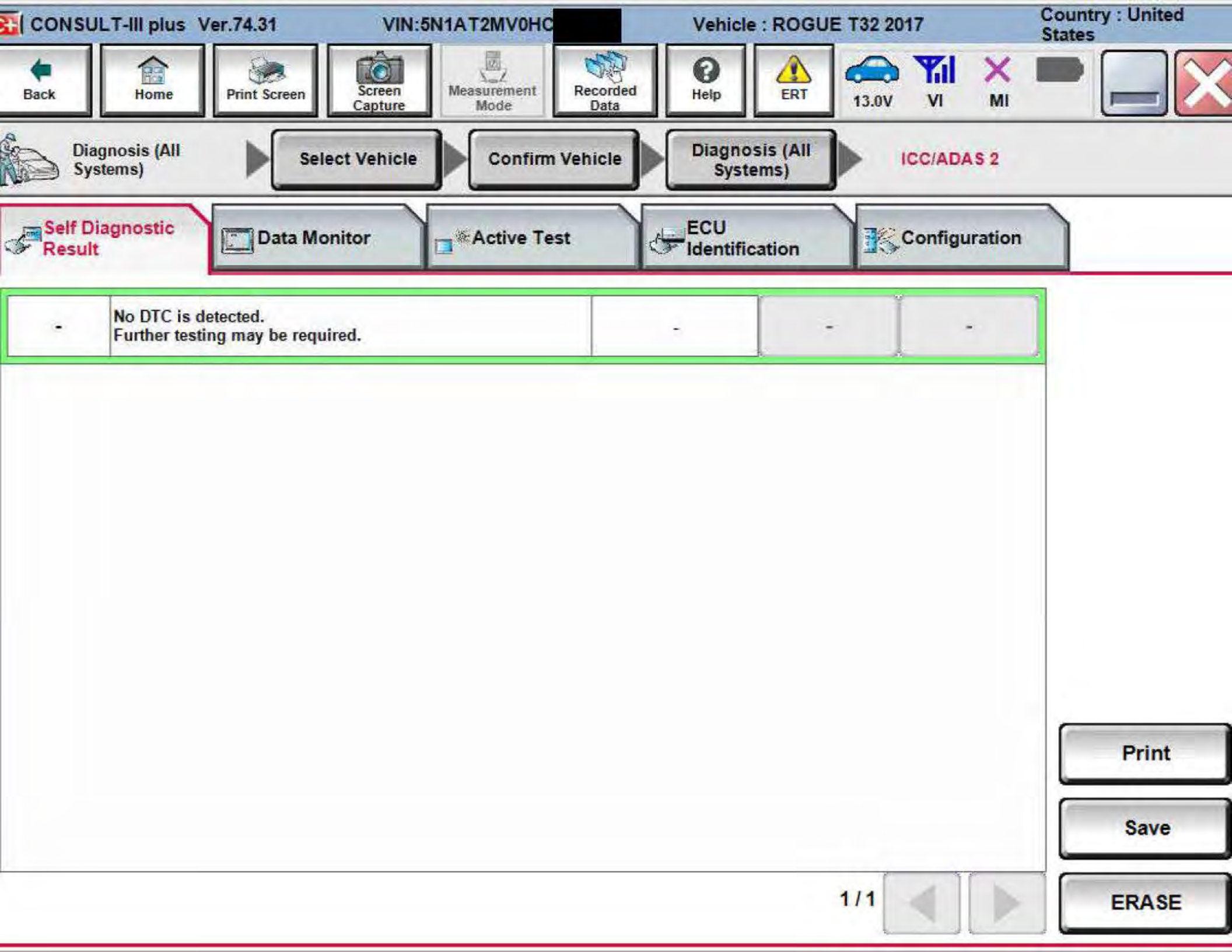

CONSULT-III plus Ver.74.31
VIN:5N1AT2MV0HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
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Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
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Self Diagnostic Result
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ERASE
1 / 1


CONSULT-III plus Ver.74.31
VIN:5N1AT2MV0HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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LASER/RADAR
PAST
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BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
1 / 3
Detailed Information
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SYSTEM COMM (CAN)
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LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
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1 / 1
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.74.31
VIN:5N1AT2MV0HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End


CONSULT-III plus Ver.74.31
VIN:5N1AT2MV0HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
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.74.31
VIN:5N1AT2MV0HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
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.74.31
VIN:5N1AT2MV0HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
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.
-
-
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Print
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ERASE
1 / 1



Search

Samaritan Potter Help & Training

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Vehicle
5N1AT2MV0HC[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [2] | Service History [20] | Vehicle Service Contracts [1] | Vehicle History [1] | DTS Field Inspections [2]

Vehicle Detail

VIN	5N1AT2MV0HC[redacted]		
Last Modified By	NNAETL, 4/12/2018 9:09 PM	Branded Title	
Created By	NNAETL, 9/22/2017 2:59 PM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	4,000	MSRP	$28,505
Latest Recorded Mileage Units	M		
In Service Date	11/3/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	9/20/2017
Model Year	2017	Plant Name	Smyrna (NMM)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	29417	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	BRILLIANT SILVE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03L92Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2-PIECE FRONT AND), Z66 (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	11/3/2020	36,000				
2	POWERTRAIN COVERAGE	11/3/2022	60,000				
3	SEAT BELT	11/3/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	11/3/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	11/3/2025	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	11/3/2017	

Vehicle Ownership

Vehicle Ownership

Action	Name	Owner	Begin Date	End Date
View	V-39025630	VLADMIR BASH		

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]	3/16/2018 9:06 AM		4,000	Open	0	Dakota McGregor
| Edit | Cls	[redacted]	VCS	[redacted]	11/18/2017 11:09 AM	11/18/2017 11:09 AM		Closed	0	Shewanda Bryant

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]		I	11/29/2017	653	[redacted]	3811	[redacted]	
	SRH-[redacted]		I	11/29/2017	653		3811	[redacted]	
	SRH-[redacted]		I	11/29/2017	653		3811	[redacted]	
	SRH-[redacted]		I	11/29/2017	653		3811	[redacted]	
	SRH-[redacted]		I	11/29/2017	653		3811	[redacted]	
	SRH-[redacted]		I	11/29/2017	653		3811	[redacted]	
	SRH-[redacted]		I	3/13/2018	4,007		5563	[redacted]	
	SRH-[redacted]		I	3/13/2018	4,007		5563	[redacted]	
	SRH-[redacted]		I	3/13/2018	4,007		5563	[redacted]	
	SRH-[redacted]		I	3/13/2018	4,007		5563	[redacted]	
	SRH-[redacted]		C	3/13/2018	4,007		5563	[redacted]	
	SRH-[redacted]		PD	10/30/2017	5	[redacted]	5563	[redacted]	1
	SRH-[redacted]		I	4/5/2018	4,691		5563	[redacted]	
	SRH-[redacted]		I	4/5/2018	4,691		5563	[redacted]	
	SRH-[redacted]		I	4/5/2018	4,691		5563	[redacted]	
	SRH-[redacted]		I	4/5/2018	4,691		5563	[redacted]	
	SRH-[redacted]		I	11/10/2017	6		5563	[redacted]	
	SRH-[redacted]		I	10/30/2017	5		5563	[redacted]	
	SRH-[redacted]		W	10/30/2017	5		5563	[redacted]	
	SRH-[redacted]		I	10/30/2017	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		Baron	Nissan	[redacted]	100	4/2/2018	11/3/2019	40,000

Vehicle History

Vehicle History Help

Date	User	Action
9/22/2017 2:59 PM	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]	No Show	3/27/2018	[redacted]	[redacted]	[redacted]	NER	4/3/2018 9:00 AM	4/3/2018 10:01 AM
Edit	[redacted]	Completed	4/4/2018	[redacted]	[redacted]	[redacted]	NER	4/6/2018 9:00 AM	4/12/2018 4:08 PM

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

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No Warnings
P
233
4718 miles




NISSAN












NISSAN
ROGUE


ROGUE












NISSAN










5N1AT2MV0H


NEW YORK
12
19
12/19/19
VEHICLE REGISTRATION
NEW YORK STATE
SAFETY
INSPECTION
CERTIFICATE
2018
JAN
FEB
MAR
APR
MAY
JUN
JUL
AUG


MFD BY NISSAN MOTOR CO., LTD.
09/17
DATE:
GVWR: 2122 KG
4679 LB
GAWR FR.: 1072 KG
2363 LB
WITH 225/65R17 TIRES
17 X 7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR.: 1089 KG
2401 LB
WITH 225/65R17 TIRES
17 X 7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO
ALL APPLICABLE FEDERAL
MOTOR VEHICLE SAFETY AND
THEFT PREVENTION
STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE
SHOWN ABOVE.
SN1AT2MV0HC
MPV
MODEL: TDBNLQW T32EUA----A
COLOR: K23 TRIM: G
ZS30A








AWD
LOCK
SPORT


PUSH
ON ⇔ OFF




























10:24 AM
BRAKE
4690 miles
H
1/2


RES +
CANCEL
SET −
OK










QRC
QR25


NISSAN


DANGER/POISON
DANGER/POISON


DANGER/POISON
DANGER/POISON
CAUTION / ATTENTION




QR25











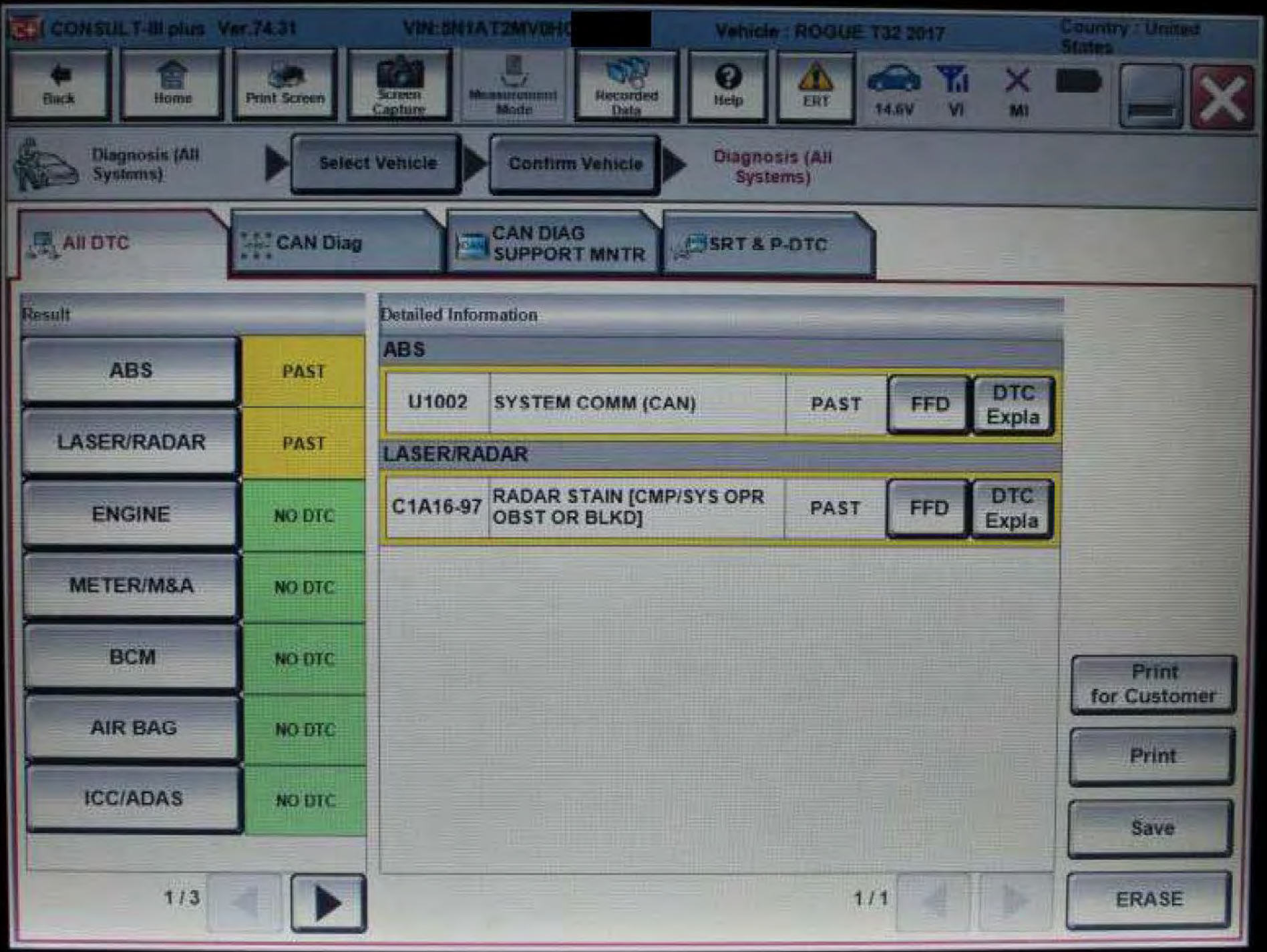











CONSULT-III plus Ver.74.31
VIN:5N1AT2MV0H[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
ABS
PAST
LASER/RADAR
PAST
ENGINE
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
1/3
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
1/1
Print for Customer
Print
Save
ERASE




























BWR
Visualiser










11:31 AM
42 °F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
D
252
4700 miles


11:32 AM
42 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control


11:32 AM
42 °F
Driving Aids
Emergency Brake
Blind Spot
0
60
20


11:32 AM
42 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
6


11:32 AM
42 °F
Chassis Control
Trace Control
Engine Brake
6


11:33 AM
42 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control


11:33 AM
42 °F
Parking Aids
Cross Traffic


11:33 AM
42 °F
Driving Aids
Emergency Brake
Blind Spot


11:33 AM
42 °F
Blind Spot
Warning

PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV1H[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 3/30/87 Day Phone [redacted]

Address [redacted] Eve. Phone [redacted]

City Rocky Hill State CT Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

Who notified NNA of incident? Muhammad Shaikh CAR # [redacted]

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

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 1/21/2017 VIN 5N1AT2MV1HC[redacted]

Mileage 30491 License # [redacted] State CT Country United States

Special equipment & accessories none

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

Number	Description	Status	Date
PC601	2016-17 - Rogue; Left Hand Engine Mounting Insulator	○ Open ◉ Closed	3/16/2018 12:00 AM

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information IIR probe Incident Date 3/19/2018 Time 12:00 AM

Location of Incident (describe fully) Route 99.
Rocky Hill, CT06067

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

Vision obstruction (describe) none

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

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV1H[redacted]

Overnight temperature prior to incident: 30 | Length of time parked: na

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant): C was driving at night and flashed that someone was in front of vehicle when no one was in front of the vehicle.
C stated the vehicle brakes on its own.
C stated the incident only happens at night.

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

Driver Action (braking, steering, etc.):

Special Circumstances: none

Actions taken after incident and results of those actions: took vehicle to dealer for dianosis

Vehicle Estimated Speed: 45mph | Source: IIR probe | Posted Speed Limit: na

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

Witness Present? ○ YES ◉ NO

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

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

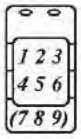
#	Allegation	Allegation made by
1	C was driving at night and flashed that someone was in front of vehicle when no one was in front of the vehicle. C stated the vehicle brakes on its own. C stated the incident only happens at night.	Muhammad Shaikh

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: IIR probe

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



Incident Investigation

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

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

III. Sensor and ECM Visual Inspection

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

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

End of Form

*Name your file while saving.

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

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

Incident Investigation

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

Occupant Name [redacted] DOB 3/30/1987 Height 5'3"

Address [redacted] Rocky Hill, C [redacted] USA Weight 145

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?

Add Occupant | Remove Occupant

☐ No Occupants Comments

V. Other Property Damage

☒ No Other Property Damage

Source of information

VI. Investigation Results

Date of vehicle inspection 4/13/18

Location of inspection Harte Nissan

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

non impact incident

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

Photos taken by Benjamin Foss # Photos 27

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

Exterior/Body	non impact incident. ICC/radar area clean on contacts secure
Engine/ Transmission/ Drivetrain	non impact incident
Underbody/ Suspension/ Steering/ Wheels & Tires	non impact incident
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	non impact incident

Incident Investigation

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

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

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

none

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

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

#	Allegation	Factual Findings
1	C was driving at night and flashed that someone was in front of vehicle when no one was in front of the vehicle. C stated the vehicle brakes on its own. C stated the incident only happens at night.	see attached data. no FEB operation detected. Some related DTCs stored

Add Row | Remove Row

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

Reporter's Signature *Benjamin Foss*

Reporter's Name & Region
Benjamin Foss
Dealer technical specialist
Nissan North America
Northeast Region

Incident Investigation

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

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)	
Comments	

II. Diagnostic Download and EDR Data

Instructions:

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

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



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 [40] | Case Categorizations [1] | Open Activities [2] | Activity History [5] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [39] | Emails [4]

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	Bereniz Lopez [Change]
Home Phone		Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	2/15/2018 12:45 PM
Letter Received Date		Date/Time Closed	
Follow Up Date	4/30/2018	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	MIDDLETOWN NISSAN
# Vehicles Owned	1	Previous Repair Date	3/16/2018
Vehicle Purchased	New	Previous Repair Location	HARTE NISSAN
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	28,012		

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	5N1AT2MV1H[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	HARTE NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	9	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	FYI

Related Items

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

RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	Muhammad Shaikh

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: VIN: 5N1AT2MV1HC[redacted]		
Created By	Patience Million, 2/15/2018 12:45 PM	Root Cause Code	SCIN
Last Modified By	Bereniz Lopez, 4/16/2018 8:16 AM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By: Bereniz Lopez (4/16/2018 8:15 AM)** ARBS notes receiving notification on 4/15 that IIR has been uploaded to FTP.
Make Public		**Created By: Bereniz Lopez (4/16/2018 8:13 AM)** ARBS received notification on 4/13 that inspection has been completed.
Make Public		**Created By: James Borbath (4/14/2018 10:07 AM)** CRR-JB verified Account information including: C's name, home & e-mail address, phone number & best contact number CRR-JB CHECKED for open recalls/campaigns and found: None CRR-JB CHECKED for previous UNRELATED Case(s) and found:0 CRR-JB CHECKED previous RELATED Case(s) and found:[redacted] CRR-JB NOTED concern is: Case Update CRR-JB took inbound call from C C- was seeking update on his case C- stated was looking for info based on Veh being at DLR CRR-JB stated to C a follow up for his case had been set for 04/16/18 C- Understood CRR-JB asked C if there was anything else CRR-JB could assist with. CRR-JB provided C with agent ID and case number Call ended mutually.
Make Public		**Created By: Bereniz Lopez (4/6/2018 8:31 AM)** ARBS placed call to C at[redacted] ARBS left VM stating ARBS is calling to remind C of appointment for April 9th at 9:30 at Harte Nissan.
Make Public		**Created By: Bereniz Lopez (3/29/2018 11:40 AM)** ARBS placed call to C at[redacted] ARBS informed C that inspection will be taking place on April 9th. C stated okay. C asked if in the meantime C has to pick up the vehicle? ARBS stated no. C thanked ARBS. ARBS thanked C. Call ended.
Make Public		**Created By: Bereniz Lopez (3/29/2018 11:32 AM)** ARBS placed call to DLRSHP to confirm inspection date. ARBS spoke with SM-Victor. ARBS informed SM that DTS will be inspecting vehicle on April 9th. SM stated that is great. ARBS thanked SM. Call ended.
Make Public		**Created By: Bereniz Lopez (3/29/2018 11:25 AM)** ARBS placed call to DLRSHP to confirm inspection date. ARBS notes call went to VM box after selecting Service.
Make Public		**Created By: Bereniz Lopez (3/28/2018 3:04 PM)** ARBS sent DTS request, pending date.

	Created By: Bereniz Lopez (3/28/2018 3:00 PM) ARBS placed call to C at [redacted]. ARBS asked if C had about 10-15 minutes to discuss case? C stated yes. ARBS confirmed initial probe. ARBS asked how C was seeking for Nissan to be involved? C stated C wants a solution to the incident. C stated C loves the vehicle but does not want the issue to be happening. ARBS asked the status of the vehicle? C stated the vehicle is at the DLRSHP and was told that DLRSHP would contact Nissan because of the codes that were found.
Make Public	ARBS stated ARBS will get an inspection date for inspector to go look at the vehicle. ARBS stated the date can be 2-4 weeks out and the entire investigation can take 6-8 weeks total. C stated okay. ARBS stated ARBS will contact C once inspection date has been provided. C stated C was issued a rental from the DLRSHP for the meantime. ARBS understood. C thanked ARBS. ARBS thanked C. Call ended.
Make Public	**Created By: Samantha Dixon (3/23/2018 1:34 PM)** VEH beeped and stopped while driving as if a VEH was going to collide
Make Private	**Created By: Rodrick Pewitt (3/23/2018 10:58 AM)** Outbound call to C. [redacted] 3/23/2018 10:39 AM RCAS-RP ADVISED "This call may be recorded for quality and training purposes." RACS-rp stated that the RCAS will be working with the customer in regards to the c. C understood. RCAS-rp verified the c's concern with the veh. C stated that a few days after, the concern happened again. C stated that the veh stops on its own. RCAS-rp stated that the customer has to fill out an IIR report. C understood. C stated that the crash light comes on in the veh. C stated that the c pulled over to cut off the veh. C stated that the c turned the veh back on . C stated that advisors at the dlrshp are having the same concerns with the lights as well. RCAS-rp understood. RCAS-rp asked if the customer will be able to get the veh back to the dlrshp. C stated tht the c will call harte Nissan to make an appointment. RCAS-rp stated that the RCAS will follow back up with the customer on Tuesday. RCAS-rp asked the c for anymore concerns. C declined. RCAS-rp thanked the c.
Make Public	**Created By: Vijantie Osbourne (3/22/2018 11:43 AM)** CRR-VO < VERIFIED> Account information including: C's name, home & e-mail address, phone number & best contact number CRR-VO VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History CRR-VO CHECKED for open recalls/campaigns and found: CRR-VO CHECKED for previous UNRELATED Case(s) and found: CRR-VO CHECKED previous RELATED Case(s) and found: [redacted] CRR-VO NOTED concern is: callback time CRR-VO received inbound call from C C stated C was contacted yesterday and C did not answer C was also left email C wants to know when C will be contacted again CRR-VO notified C that callback date was set to tomorrow C stated C would make sure to answer call CRR-VO asked C if there was anything else CRR-VO could assist with. C declined. C understood Call ended mutually.
Make Private	**Created By: Rodrick Pewitt (3/22/2018 11:13 AM)** Outbound call to C. [redacted] 3/22/2018 11:12 AM Left Vm.
Make Private	**Created By: Rodrick Pewitt (3/21/2018 1:27 PM)** Outbound call to C. [redacted] 3/21/2018 1:26 PM Left VM.
Make Private	**Created By: Rodrick Pewitt (3/21/2018 1:26 PM)** Outbound call to Harte Nissan. [redacted] 3/21/2018 1:23 PM Left VM for service department. RO[redacted] CUSTOMER STATES VEHICLE CRASH LIGHT COMES ON WITH NOTHING IN FRONT OF THE VEHICLE AND THE VEHICLE BRAKES ON ITS OWN WHEN IT HAPPENS. THIS HAS HAPPENED MULTIPLE TIMES. CHECK AND ADVISE. EMAIL VIDEO RECORDINGS. VERIFIED CUSTOMER CONCERN SCANNED VEHICLE FOR CODES FOUND UPON INSPECTION FOUND DEBRIS ON ICC SENSOR COVER. CLEANED ICC SENSOR COVER, RECHECKED ALL OK AT THIS TIME.
Make Private	**Created By: Rodrick Pewitt (3/21/2018 1:13 PM)** unable to datanet
	Created By: Jeremy Angelini (3/20/2018 8:35 AM) ECRR-JA received email in case [redacted]

Make Public	ECRR-JA noting email had no attachments ECRR-JA sent an email to C requesting the required documents again ECRR-JA exiting case
Make Private	**Created By: Sharla Oresanya (3/19/2018 2:08 PM)** RCAS-SO placed outbound call to C at [redacted] RCAS-SO ADVISED "This call may be recorded for quality and training purposes." C stated has paperwork that stated engine mount recall C stated March 16th is when C went to Harte Nissan C stated the DLRSHP completed multi point inspection C stated if the VEH is designed like that why is C having concerns C stated technician stated if the VEH gives C a warning for C to keep driving the VEH C stated wife does not want to drive the VEH C stated it only happens at night and at inter sections C stated it happens 45 mph C stated before stopping the VEH it would stop on its own C stated warning light comes on and there is a beeping noise as if there is something in front of C C stated would like to show RCAS a video of concern RCAS-SO stated C can send in the video for review however the DLRSHP has to diagnose the VEH and the DLR could not duplicate the concern C stated will send email to RCAS today RCAS-SO understood. Call ended mutually.
Make Public	**Created By: Krina Patel (3/19/2018 1:53 PM)** CRR-KP VEFIRIED ACCOUNT Information including: Name, Address, Best Contact, and Email. CRR-KP VERIFIED VEH Info including: VIN# CRR-KP CHECKED for OPEN Campaign(s) and Found:0 CRR-KP CHECKED for RELATED Case(s) and Found:0 CRR-KP CHECKED for previous UNRELATED Case(s) and Found[redacted] CRR-KP NOTED Concern is: missed call C Stated Cs cell phone no. is not working at c work. C Stated C was talking with someone and call got disconnected. CRR-KP informed C that CRR will send an internal email to RCAS and asked to put on hold. CRR-KP informed that follow-up date is of 3/19/2018 C stated yes and requested a call on [redacted] C disconnected while on hold. ********SUMMARY********** CRR-KP send internal email to RCAS.
Make Private	**Created By: Sharla Oresanya (3/19/2018 1:51 PM)** RCAS-SO placed outbound call to C at [redacted] RCAS-SO ADVISED "This call may be recorded for quality and training purposes." RCAS-SO stated C has been to the DLRSHP for a second opinion C stated Harte Nissan stated the same as Nissan of Middletown C stated sent video to the DLRSHP C stated when the VEH gives a warning for collision that is normal design C stated did not test drive the VEH C stated if the VEH stops again Nissan should be responsible C stated is getting paperwork to inform RCAS what the DLR stated RCAS-SO stated in order for Nissan to provide recommendations the DLR would have to duplicate the concern RCAS-SO stated as C has been to two DLRSHPs who both stated the VEH is operating as designed NNA does not have any information for C Call disconnected.
Make Public	**Created By: Mubah Butt (3/17/2018 9:19 AM)** ****** [CASE SUMMARY] ****** CRR-MB sending case to RCAS to resolve the concern due to safety concern.
Make Public	**Created By: Mubah Butt (3/17/2018 9:19 AM)** 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: 1 CRR-MB CHECKED previous RELATED Case(s) and found: 0 CRR-MB received a call from C concerning VEH concern. C stated that C brought VEH to DLR and was advised that there is nothing DLR can do. C stated that DLR advised C that VEH is designed this way. C stated that C contacted NNA and spoke with RACS-SO. C stated that C was advised to take it to a different DLR for second opinion. C stated that C brought the VEH in to different DLR and was advised the same that VE is designed this way. C stated that C has safety concern if someone hit Cs' VEH due to VEH stops while C is driving it. C stated usually I stops on intersection. C stated that C want NA to resolve this concern because C has safety concern. 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 <03-19-2018> regarding the C concern C understood and appreciated the assistance Call ended mutually
Make Private	**Created By: Sharla Oresanya (3/7/2018 1:39 PM)** RCAS-SO is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with VEH stopping without warning ***STATEMENT OF DECISION*** RCAS-SO referred C to the DLR for second opinion
Make Private	**Created By: Sharla Oresanya (3/7/2018 1:38 PM)** RCAS-SO placed outbound call to C at [redacted] RCAS-SO ADVISED "This call may be recorded for quality and training purposes." RCAS-SO asked if C took the VEH to a DLRSHP C stated no however is having the same concerns RCAS-SO stated Harte Nissan is the second closest to C C stated would like the information via email

	RCAS-SO stated will email C C stated will attend the DLRSHP after the 13th RCAS-SO understood. Call ended mutually.
Make Public	**Created By: Daniela Ahtchiev (3/5/2018 1:22 PM)** ****** CASE SUMMARY****** C contacted Nissan CA requesting assistance with case follow up CRR-DA sending RCAS a courtesy email
Make Public	**Created By: Daniela Ahtchiev (3/5/2018 1:22 PM)** CRR-DA VERIFIED Account Info including: C's name, home address, phone# & best contact# CRR-DA VERIFIED VEH Info including: VIN#, Current Mileage CRR-DA CHECKED for open recalls/campaigns and found: 0 CRR-DA CHECKED previous RELATED Cases and found: 0 CRR-DA RECEIVED inbound call from: Muhammad CRR-DA NOTED concern is: case follow up C advised C wants to know who is going to be responsible if something happens to C as a result of C's VEH concern C was advised by DLR that the concern is normal and that is how the VEH was made CRR-DA advised C of follow up date with RCAS for 3/7/18 CRR-DA advised C that CRR-DA will send RCAS a courtesy email C understood CRR-DA provided case#, agent ID and offered further assistance C declined CRR-DA thanked C for calling NNA CA Call ended mutually
Make Private	**Created By: Sharla Oresanya (3/5/2018 12:36 PM)** RCAS-SO placed outbound call to C at [redacted] RCAS-SO VERIFIED C's name, home & email address, concern, mileage RCAS-SO CHECKED for open recalls/campaigns and found: Left Hand Engine Mounting Insulator Previous UNRELATED Case(s) Found: [redacted] Previous RELATED Case(s) Found: None RCAS-SO ADVISED "This call may be recorded for quality and training purposes." RCAS-SO stated RCAS is the Regional Specialist and asked if C would like to write down RCAS number. C stated yes. RCAS-SO stated C's concern with VEH stopping unexpectedly C stated yes C stated went to the DLRSHP as the DLR stated the VEH was built like that C stated the DLR kept the VEH for a couple of days C stated has platinum version C stated had a Sentra for as a loaner VEH and it was not stopping RCAS-SO stated for C to test drive the same model VEH RCAS-SO asked if C has test driven the VEH with any of the technicians C stated has two small kids and if anything does not want to have anything happen to them C stated went to the DLRSHP twice and the DLR kept the VEH C stated recorded a video and showed the DLRSHP C stated the DLR stated there is nothing the DLR can do for C C stated the DLR stated the VEH is operating as design C stated is within warranty nothing should be going wrong RCAS-SO apologized and stated the DLRSHP would have to duplicate the concern so that Nissan can provide recommendations to C C understood and stated will contact the DLR and arrive at the DLR tomorrow for the DLR to try to duplicate the concern RCAS-SO understood and stated C can have recall performed as well. C understood. Call ended mutually.
Make Private	**Created By: Sharla Oresanya (3/5/2018 12:17 PM)** RCAS-SO placed outbound call to C at [redacted] RCAS-SO proceeded to verify the information however call failed.
Make Public	**Created By: John Slabbert (3/2/2018 11:56 AM)** ***CASE SUMMARY*** C contacted CA regarding Case follow-up C disconnected call likely due to audio error after providing case update, CRR-JS reopen case, changed follow-up CRR-JS noting case remains open for RCAS-SO follow-up 03/05/18
Make Public	**Created By: John Slabbert (3/2/2018 11:52 AM)** CRR-JS received inbound call from C CRR-JS VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number CRR-JS VERIFIED VEH Information including: CRR-JS CHECKED for open recalls/campaigns and found: 0 CRR-JS CHECKED for previous UNRELATED Case(s) and found: [redacted] CRR-JS CHECKED previous RELATED Case(s) and found: 0 CRR-JS NOTED concern is: Case follow-up C provided case# [redacted] CRR-JS verified C's account information CRR-JS stated case was closed as C was unable to be contacted CRR-JS stated case could be reopened however C stated C took VEH to DLRSHP C stated DLRSHP informed C concern could be repaired C stated when C is driving at night, VEH fully stops C stated C is worried for self and C's wife C stated C was informed by DLRSHP that DLRSHP was not responsible for concern CRR-JS asked if this was Middletown Nissan C confirmed CRR-JS asked if C had safety concern with VEH C spoke with a seeming audio error then went silent CRR-JS stated C's last name asking for response multiple times with only silence heard CRR-JS stated NNA ghost call protocol CRR-JS disconnected call CRR-JS placed outbound call to C

CRR-JS could not reach VMX and was directed to a different phone number in unknown error
CRR-JS reopened case and changed follow-up date to 03/05/18
CRR-JS sent e-mail to C informing of RCAS reopen and follow-up, with case# and agent ID
CRR-JS e-mailed RCAS-SO regarding case update, TL-NB cc'd

Best Contact #: [redacted]

Make Private

Created By: Sharla Oresanya (2/22/2018 3:54 PM)
RCAS-SO is closing Case as no further assistance can be offered at this time.

CASE SUMMARY
C contacted Nissan CA requesting assistance with VEH beeping and stopping while there is not a VEH in sight
RCAS-SO received email from SM Gino stating is unable to duplicate C's concern

STATEMENT OF DECISION
RCAS-SO is unable to contact C

Make Private

Created By: Sharla Oresanya (2/22/2018 3:53 PM)
RCAS-SO is unable to data net case.

This Case can not be shared with the Dealer because the Dealer is not Enabled for the Dealer Portal. Please Datanet the Case.

Make Private

Created By: Sharla Oresanya (2/22/2018 3:52 PM)
RCAS-SO received email from SM Gino stating is unable to duplicate C's concern, driving the VEH overnight

Make Private

Created By: Sharla Oresanya (2/22/2018 3:51 PM)
RCAS-SO contacted C at [redacted] Left VMX including Case number, name, and RCAS-SO contact of [redacted]

Make Private

Created By: Sharla Oresanya (2/20/2018 1:50 PM)
RCAS-SO contacted C at [redacted] Left VMX including Case number, name, and RCAS-SO contact of [redacted]
RCAS-SO stated on VMX that RCAS-SO will continue to follow up with C no later than 02/22/18.

Make Private

Created By: Sharla Oresanya (2/20/2018 1:50 PM)
RCAS-SO placed outbound call to Middletown Nissan
RCAS-SO left a message for the DLRSHP stating C's concern

RCAS-SO emailed SM Gino stating C's concern.

Make Private

Created By: Sharla Oresanya (2/16/2018 1:17 PM)
RCAS-SO contacted C at [redacted] Left VMX including Case number, name, and RCAS-SO contact of [redacted].
RCAS-SO stated SM Gino informed RCAS that the VEH has not been finished diagnosed just yet
RCAS-SO stated on VMX that RCAS-SO will continue to follow up with C no later than 02/20/18.

Make Private

Created By: Sharla Oresanya (2/16/2018 1:10 PM)
RCAS-SO received an email form SM Gino Giamminonni stating the VEH has been to the DLRSHP for a formal diagnosis yet.

Make Private

Created By: Sharla Oresanya (2/16/2018 1:08 PM)
RCAS-SO placed outbound call to Middletown Nissan
RCAS-SO left a message for the DLRSHP stating C's concern

RCAS-SO emailed SM Gino stating C's concern.

Make Public

Created By: Patience Million (2/15/2018 12:48 PM)
CRR- PM VERIFIED Account information including: C's name, home address and best contact number.
CRR- PM VERIFIED VEH Information including: VIN & Mileage
CRR- PM CHECKED for open recalls/campaigns and found: 0
CRR- PM CHECKED for previous UNRELATED Case(s) and found: [redacted]
CRR- PM CHECKED previous RELATED Case(s) and found: 0
CRR- PM NOTED concern is: C filing DLR complaint

CRR- PM received inbound call from C.

C stated bought VEH from Middle town
C stated VEH has concerns
C stated at night VEH beeping advising C that someone in front of VEH
C stated VEH stopped randomly when no one in front of C or behind C
C stated scared
C stated DLR advised C that C should turn off all sensor
C stated paid for functions & would like to use them
C stated spoke to DLR twice
C stated DLR advised C that C could be placed under campaign

CRR-PM asked if C has taken VEH to DLR for diagnosis

C stated DLR advised C that DLR will not be able to assist C with concern

CRR-PM advised C that Case will be transferred to RCAS
CRR-PM advised C that RCAS agent will be contacting C 2/16/2018 end of business day
CRR-PM gave C case & agent ID
CRR-PM offered further assistance
CRR-PM thanked C for contacting NNA

C declined
C appreciated assistance

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]	AUDIO/VIDEO/NAVI	NAVI VIDEO MONITOR	POOR OR IMPROPER OPERATION	11

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	3/26/2018			[redacted]	Bereniz Lopez	3/23/2018 1:34 PM	ARBS-SD
Edit | Cls	DTS Follow Up [redacted] HARTE NISSAN	Not Started	3/30/2018				Bereniz Lopez	3/28/2018 3:04 PM	ARBS-BL

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 Reques[redacted] HARTE NISSAN		3/30/2018	Benjamin Foss	Complete	3/29/2018 9:30 AM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 5000G1QjFa6:ref]	[redacted]	3/20/2018	Jeremy Angelini	Complete	3/20/2018 8:44 AM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 5000G1QjFa6:ref]	[redacted]	3/7/2018	Sharla Oresanya	Complete	3/7/2018 1:44 PM
Edit | Del	Email: Regional Specialist [ref: 00DA09j8L. 5000G1QjFa6:ref]	[redacted]	3/2/2018	John Slabbert	Complete	3/2/2018 11:54 AM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 5000G1QjFa6:ref]	[redacted]	2/15/2018	Patience Million	Complete	2/15/2018 12:49 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	Rodrick Pewitt, 3/23/2018 10:56 AM	3/23/2018			5N1AT2MV1HC[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	4/13/2018 7:14 PM	Benjamin	Foss	Completed

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
4/16/2018 8:16 AM	Bereniz Lopez	Changed **Follow Up Date** from 4/16/2018 to **4/30/2018**.
4/6/2018 8:32 AM	Bereniz Lopez	Changed **Follow Up Date** from 4/6/2018 to **4/16/2018**.
4/6/2018 8:31 AM	Bereniz Lopez	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV1HC[redacted] to **CUSTOMER:**[redacted] **PHONE:** **VIN: 5N1AT2MV1HC**[redacted]
3/29/2018 11:33 AM	Bereniz Lopez	Changed **Follow Up Date** from 4/3/2018 to **4/6/2018**.
3/28/2018 3:01 PM	Bereniz Lopez	Changed **Follow Up Date** from 3/28/2018 to **4/3/2018**.
3/23/2018 2:22 PM	Bereniz Lopez	Changed **Follow Up Date** from 3/27/2018 to **3/28/2018**.
3/23/2018 1:34 PM	Samantha Dixon	Changed **Case Owner** from Rodrick Pewitt to **Bereniz Lopez**.
3/23/2018 1:34 PM	Samantha Dixon	Changed **Description**.
3/23/2018 10:59 AM	Rodrick Pewitt	Changed **Follow Up Date** from 3/23/2018 to **3/27/2018**.
3/22/2018 11:13 AM	Rodrick Pewitt	Changed **Follow Up Date** from 3/22/2018 to **3/23/2018**.
3/21/2018 1:27 PM	Rodrick Pewitt	Changed **Follow Up Date** from 3/21/2018 to **3/22/2018**.
3/20/2018 3:55 PM	Janisha Wilkerson	Changed **Case Owner** from Sharla Oresanya to **Rodrick Pewitt**.
3/20/2018 8:35 AM	Jeremy Angelini	Changed **Subject** from CUSTOMER:[redacted] PHONE: VIN: 5N1AT2MV1HC[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV1HC**[redacted] .
3/19/2018 2:09 PM	Sharla Oresanya	Changed **Follow Up Date** from 3/19/2018 to **3/21/2018**.
3/19/2018 1:51 PM	Sharla Oresanya	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV1HC[redacted] to **CUSTOMER:**[redacted] **PHONE:** **VIN: 5N1AT2MV1HC**[redacted]
3/17/2018 9:13 AM	Mubah Butt	Changed **Follow Up Date** from 3/7/2018 to **3/19/2018**.
3/17/2018 9:12 AM	Mubah Butt	Changed **Case Servicing Dealer** from MIDDLETOWN NISSAN to **HARTE NISSAN**.
3/17/2018 9:11 AM	Mubah Butt	Changed **Reopen Date** from 3/2/2018 11:49 AM to **3/17/2018 9:11 AM**.
		Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV1HC[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV1HC**[redacted]
		Changed **Status** from Closed to **Open**.
3/7/2018 1:45 PM	Sharla Oresanya	Changed **Status** from Open to **Closed**.
		Closed.
3/5/2018 12:40 PM	Sharla Oresanya	Changed **Follow Up Date** from 3/5/2018 to **3/7/2018**.
3/5/2018 12:17 PM	Sharla Oresanya	Changed **Subject** from CUSTOMER:[redacted] PHONE[redacted] BC VIN: 5N1AT2MV1HC[redacted]4 to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV1HC**[redacted]
3/2/2018 11:50 AM	John Slabbert	Changed **Follow Up Date** from 2/22/2018 to **3/5/2018**.
3/2/2018 11:49		

AM	John Slabbert	Changed **Reopen Date** to **3/2/2018 11:49 AM**.
		Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV1HC[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **BC VIN: 5N1AT2MV1HC[redacted]**.
		Changed **Status** from Closed to **Open**.
2/22/2018 3:55 PM	Sharla Oresanya	Changed **Status** from Open to **Closed**.
		Closed.
2/20/2018 1:50 PM	Sharla Oresanya	Changed **Follow Up Date** from 2/20/2018 to **2/22/2018**.
2/16/2018 1:18 PM	Sharla Oresanya	Changed **Follow Up Date** from 2/16/2018 to **2/20/2018**.
2/16/2018 1:13 PM	Sharla Oresanya	Changed **Description**.
2/15/2018 12:50 PM	Patience Million	Changed **Escalated By ID** to [redacted]
		Changed **Case Owner** from Patience Million to **Sharla Oresanya**.
2/15/2018 12:45 PM	Patience Million	Changed **Work Phone** to [redacted]
		Changed **VIN** to **5N1AT2MV1HC[redacted]**
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV1HC[redacted]**.
		Created.

Emails

Send an Email

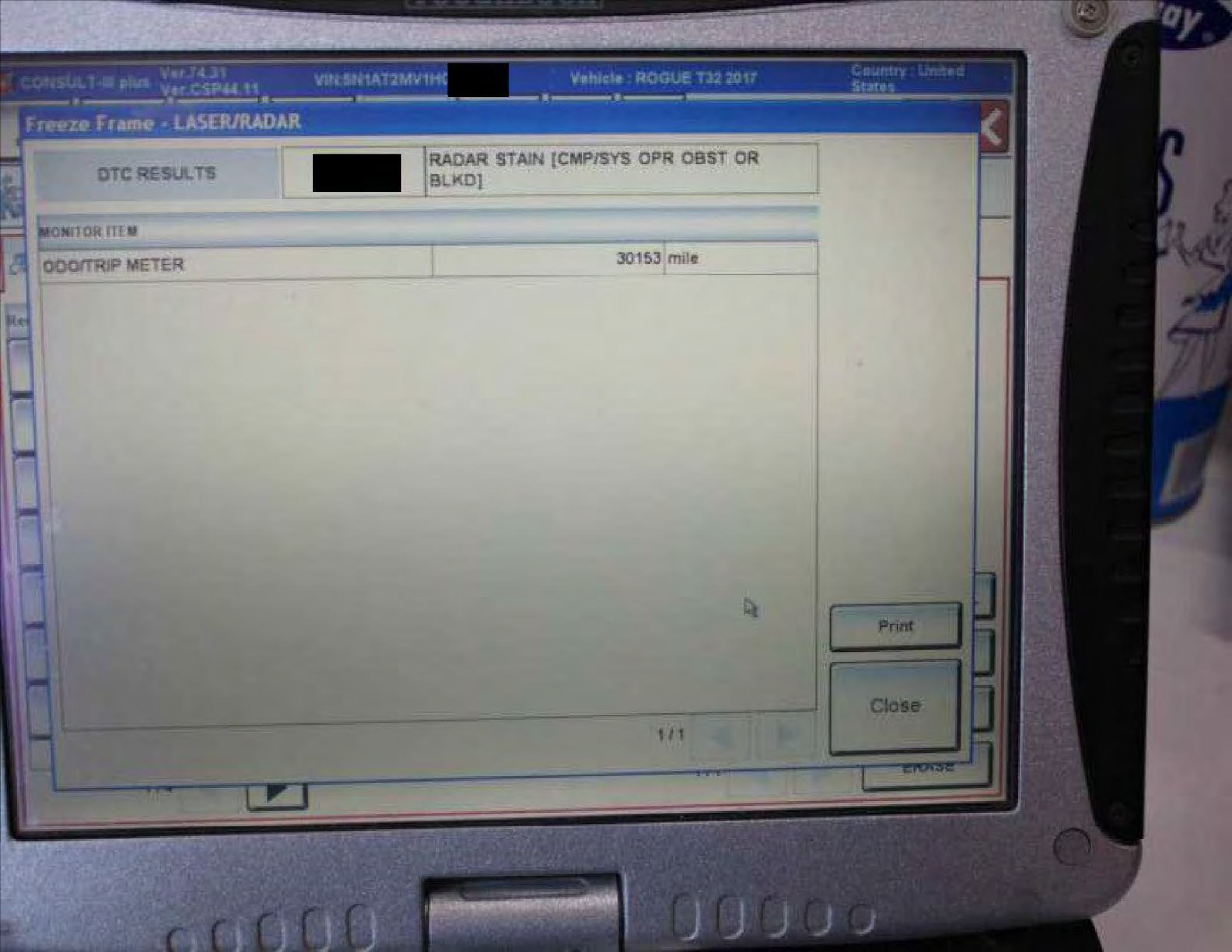
Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref:_00DA09j8L._5000G1QjFa6:ref] *3/20/2018 Case #[redacted] VIN #5N1AT2MV1HC[redacted] Dear [redacted]...*	[redacted]	3/20/2018 8:44 AM
Reply | To All | Del	Sent	Your inquiry to Nissan [ref:_00DA09j8L._5000G1QjFa6:ref] *3/7/2018 Case #[redacted] VIN #5N1AT2MV1HC[redacted] Dear [redacted], Thank...*	[redacted]	3/7/2018 1:44 PM
Reply | To All | Del	Sent	Regional Specialist [ref:_00DA09j8L._5000G1QjFa6:ref] *3/2/2018 Case #[redacted] VIN # 5N1AT2MV1HC[redacted] Dea[redacted], Tha...*	[redacted]	3/2/2018 11:54 AM
Reply | To All | Del	Sent	Your inquiry to Nissan [ref:_00DA09j8L._5000G1QjFa6:ref] *2/15/2018 Case #[redacted] VIN # 5N1AT2MV1HC[redacted] Dea[redacted], Thank ...*	[redacted]	2/15/2018 12:49 PM

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CONSULT-III plus Ver.74.31 Ver.CSP44.11
VIN:5N1AT2MV1H[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Freeze Frame - LASER/RADAR
DTC RESULTS
[redacted]
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
MONITOR ITEM
ODO/TRIP METER
30153 mile
1/1
Print
Close
ERASE


MFD BY NISSAN MOTOR CO., LTD.
DATE: 01/17
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.
MPV
MODEL: TOUN SWT32EUAC--A
COLOR: KAD TRIM: Z ZS30A


NISSAN








ROGUE
MIDDLETOWN


SL AWD






RPM x1000
2
3
4
5
6
7
8
80
100
120
3049 1 miles






NISSAN







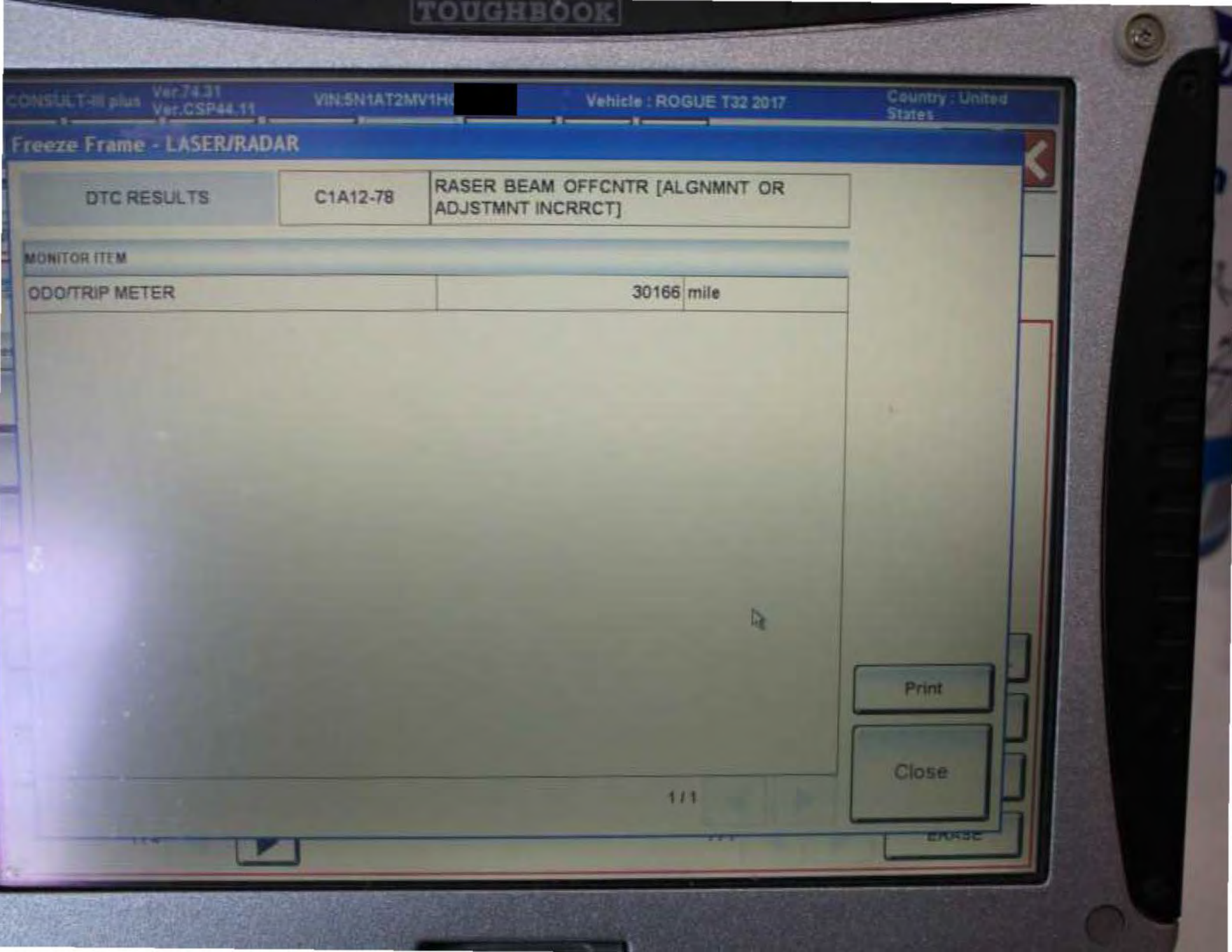









TOUGHBOOK
Select Vehicle
Confirm Vehicle
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
ABS
PAST
ICCIADAS
PAST
LASER/RADAR
PAST
ENGINE
BCM
AIR BAG
ABS
U1002 SYSTEM COMM (CAN) PAST FFD DTC Explа
ICCIADAS
C1B82 DIST SEN OFF-CENTER PAST FFD DTC Explа
LASER/RADAR
C1A12-78 LASER BEAM OFF CNTR [ALGNMNT OR ADJSTMNT INCORRCT] PAST FFD DTC Explа
C1A15-97 RADAR STAIN [CMPSYS DPR OBST OR BLKD] PAST FFD DTC Explа
Print for Customer
Print
Save
ERASE
Panasonic


TOUGHBOOK
CONSULT-III plus Ver.7431 Ver.CSP44.11
VIN:5N1AT2MV1H[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Freeze Frame - LASER/RADAR
DTC RESULTS
C1A12-78
RASER BEAM OFFCNTR [ALGNMNT OR ADJSTMNT INCRRCT]
MONITOR ITEM
ODO/TRIP METER
30166 mile
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Print
Close
ERASE


76
3049
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ECO
140

ms)

Select Vehicle

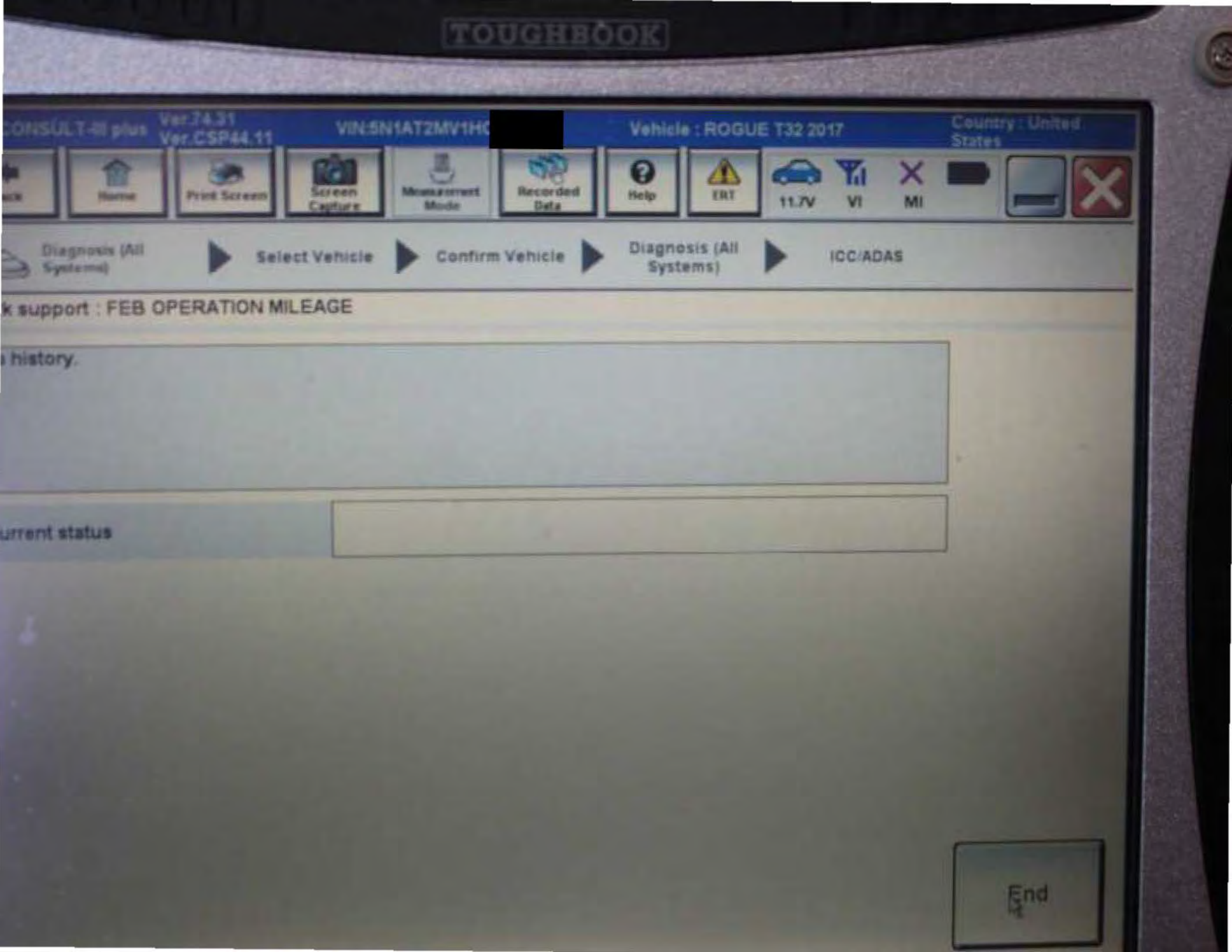
Systems)

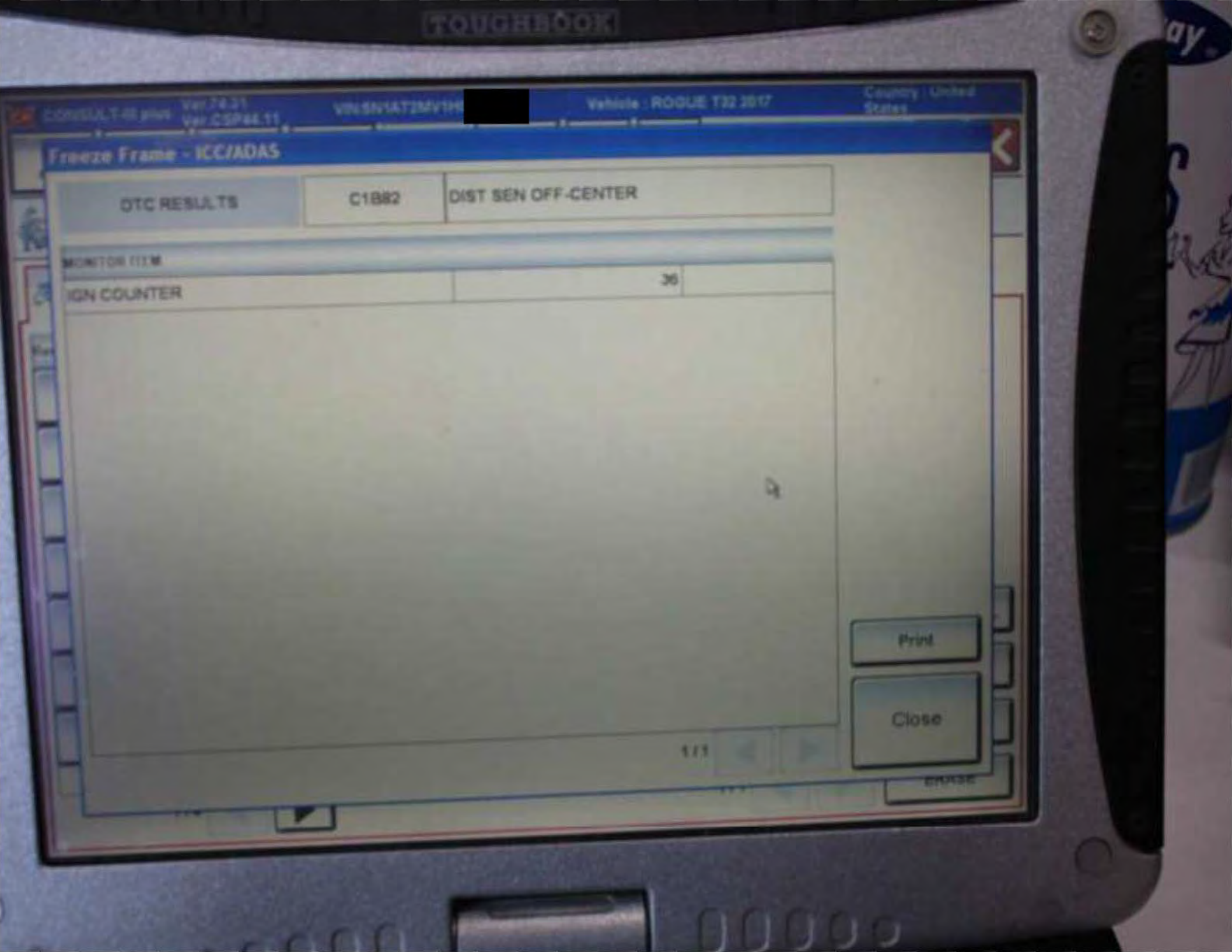
t : CAUSE OF AUTO-CANCEL 1

AUSE ITEM	
tatus	Completed
AMERA BLOCKED	115
LOST	189
PD DOWN	189
AR BLOCKED	254
RCUIT	254

Retry

End


TOUGHBOOK
CONSULT-III plus Ver.74.31 Ver.CSP44.11
VIN:5N1AT2MV1HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.7V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
k support : FEB OPERATION MILEAGE
history.
urrent status
End


TOUGHBOOK
Vehicle : ROGUE T32 2017
Freeze Frame - ICC/ADAS
OTC RESULTS
C1B82
DIST SEN OFF-CENTER
IGN COUNTER
36
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Vehicle
5N1AT2MV1HC[redacted]

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Vehicle Detail

VIN	5N1AT2MV1HC[redacted]		
Last Modified By	Bereniz Lopez, 4/16/2018 8:16 AM	Branded Title	
Created By	NNAETL, 1/23/2017 11:01 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	28,012	MSRP	$36,020
Latest Recorded Mileage Units	M		
In Service Date	2/15/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	1/21/2017
Model Year	2017	Plant Name	Smyrna (NMM)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	GUN METALLIC	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03K03L92M92P01U35X03Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), K03 (PLATINUM PACKAGE), L92 (FLOOR MATS (2-PIECE FRONT AND), M92 (RETRACTABLE CARGO COVER), P01 (SL PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), X03 (PLATINUM RESERVE INTERIOR), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brande
1	BASIC COVERAGE	2/15/2020	36,000				
2	POWERTRAIN COVERAGE	2/15/2022	60,000				
3	SEAT BELT	2/15/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	2/15/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	2/15/2025	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]	MIDDLETOWN NISSAN	APR	ROGUE	2/15/2017	

Vehicle Ownership

Vehicle Ownership

Action	Name	Owner	Begin Date	End Date
View	V[redacted]	[redacted]		
View	V[redacted]	[redacted]	2/17/2017	2/15/2017

Vehicle Campaigns

Vehicle Campaigns Help

Action	Vehicle Campaign Number	Master Vehicle Campaign	Campaign Type	Campaign Status	Campaign Primary Description	Campaign Secondary Description	Effective Date	TSB Number	GL Code
	RC[redacted]	PC601	Service	Closed	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]	TECH LINE		3/26/2018 3:26 PM		30,490	Open	0	Michael Lemmons
| Edit | Cls	[redacted]	Support	[redacted]	3/19/2018 2:22 PM	3/20/2018 8:45 AM		Closed	0	Jeremy Angelini
| Edit | Cls	[redacted]	CA	[redacted]	2/15/2018 12:45 PM		28,012	Open	0	Bereniz Lopez
| Edit | Cls	[redacted]	VCS	[redacted]	2/17/2017 1:17 PM	2/17/2017 1:22 PM		Closed	0	Jacob Manley

Service History

Service History Help

Action	SRH Number	PNC Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	[redacted]	NEW MAINTENANCE PRODUCTS	SC	9/6/2017	15,649	[redacted]	5492	[redacted]	A
		NEW MAINTENANCE PRODUCTS	SC	6/26/2017	10,436		5492		A
		NEW MAINTENANCE PRODUCTS	SC	11/17/2017	20,801		5492		B
		NEW MAINTENANCE PRODUCTS	SC	1/19/2018	25,846		5492		A
			PD	2/6/2017	6		5492		A
		SUN ROOF PANEL WEATHERSTRIP	FW	8/26/2017	14,635		5492		B
			I	1/18/2018	25,846		5492		
			I	1/18/2018	25,846		5492		
			I	1/18/2018	25,846		5492		
			I	1/18/2018	25,846		5492		
			W	1/18/2018	25,846		5492		
			C	11/14/2017	20,801		5492		
			C	11/14/2017	20,801		5492		
			W	11/14/2017	20,801		5492		
			I	11/14/2017	20,801		5492		
			I	11/14/2017	20,801		5492		
			I	11/14/2017	20,801		5492		
			I	11/14/2017	20,801		5492		
			I	9/5/2017	15,649		5492		
			I	9/5/2017	15,649		5492		
			I	9/5/2017	15,649		5492		
			C	9/5/2017	15,649		5492		
			W	9/5/2017	15,649		5492		

[redacted]							
SRH-[redacted]		W	8/24/2017	14,637 [redacted]	5492	[redacted]	
SRH-[redacted]		W	8/24/2017	14,637 [redacted]	5492	[redacted]	
SRH-[redacted]		I	8/24/2017	14,637 [redacted]	5492	[redacted]	
SRH-[redacted]		I	8/24/2017	14,637 [redacted]	5492	[redacted]	
SRH-[redacted]		I	8/24/2017	14,637 [redacted]	5492	[redacted]	
SRH-[redacted]		I	8/24/2017	14,637 [redacted]	5492	[redacted]	
SRH-[redacted]		I	6/25/2017	10,436 [redacted]	5492	[redacted]	
SRH-[redacted]		I	6/25/2017	10,436 [redacted]	5492	[redacted]	
SRH-[redacted]		I	6/25/2017	10,436 [redacted]	5492	[redacted]	
SRH-[redacted]		I	6/25/2017	10,436 [redacted]	5492	[redacted]	
SRH-[redacted]		W	6/25/2017	10,436 [redacted]	5492	[redacted]	
SRH-[redacted]		I	4/16/2017	5,193 [redacted]	5492	[redacted]	
SRH-[redacted]		I	4/16/2017	5,193 [redacted]	5492	[redacted]	
SRH-[redacted]		I	4/16/2017	5,193 [redacted]	5492	[redacted]	
SRH-[redacted]		I	4/16/2017	5,193 [redacted]	5492	[redacted]	
SRH-[redacted]		C	4/16/2017	5,193 [redacted]	5492	[redacted]	
SRH-[redacted]		W	2/3/2017	8	5492	[redacted]	
SRH-[redacted]	NO DEFECT FOUND	FW	2/28/2018	28,385 [redacted]	5492	[redacted]	C
SRH-[redacted]		I	2/26/2018	28,385 [redacted]	5492	[redacted]	
SRH-[redacted]		W	2/26/2018	28,385 [redacted]	5492	[redacted]	
SRH-[redacted]		W	2/26/2018	28,385 [redacted]	5492	[redacted]	
SRH-[redacted]		I	2/26/2018	28,385 [redacted]	5492	[redacted]	
SRH-[redacted]		I	2/26/2018	28,385 [redacted]	5492	[redacted]	
SRH-[redacted]		I	2/26/2018	28,385 [redacted]	5492	[redacted]	
SRH-[redacted]		I	2/26/2018	28,385 [redacted]	5492	[redacted]	
SRH-[redacted]	HAND BRAKE CONTROL ASS'Y	FW	3/8/2018	28,755 [redacted]	5492	[redacted]	C
SRH-[redacted]	RENTAL TOW GOODWILL ADJUST	FG	3/15/2018	28,385 [redacted]	5492	[redacted]	D
SRH-[redacted]		W	3/5/2018	28,755 [redacted]	5492	[redacted]	
SRH-[redacted]		W	3/5/2018	28,755 [redacted]	5492	[redacted]	
SRH-[redacted]		I	3/5/2018	28,755 [redacted]	5492	[redacted]	
SRH-[redacted]		I	3/5/2018	28,755 [redacted]	5492	[redacted]	
SRH-[redacted]		I	3/5/2018	28,755 [redacted]	5492	[redacted]	
SRH-[redacted]		I	3/16/2018	29,721 [redacted]	2148	[redacted]	
SRH-[redacted]		W	3/16/2018	29,721 [redacted]	2148	[redacted]	
SRH-[redacted]		W	3/16/2018	29,721 [redacted]	2148	[redacted]	
SRH-[redacted]	ENGINE MOUNT ROGUE (T32)	CM	3/19/2018	29,721 [redacted]	2148	[redacted]	2
SRH-[redacted]	DISTANCE SENSOR ASSY	FW	3/19/2018	29,721 [redacted]	2148	[redacted]	1

Vehicle Service Contracts Vehicle Service Contracts Help

Action	Policy #	Contract Type	Cancel Effective Date	VSC First Name	VSC Last Name	Current Owner	Deductible	Effective Date	Expire Date	Expire Mileage
	[redacted]	Sec+Plus Gold Pref		[redacted]	[redacted]	[redacted]	100	2/15/2017	2/15/2023	100,000
	[redacted]	Basic 6/5000 MY14+		[redacted]	[redacted]	[redacted]	0	2/15/2017	2/15/2020	36,008

Vehicle History

Vehicle History Help

Date	User	Action
3/21/2018 7:27 AM	NNAETL	Changed **Open Recall** from true to **false**.
3/2/2018 7:00 AM	NNAETL	Changed **Open Recall** from false to **true**.
1/23/2017 11:01 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	3/29/2018	[redacted]	[redacted]	[redacted]	NER	4/13/2018 7:14 PM	4/13/2018 7:15 PM

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