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	JN8AT2MV7HW[redacted]
User	Michael Gorrill
Case Number	[redacted]
EDR Data Imaging Date	03/26/2018
Crash Date	
Filename	JN8AT2MV7HW[redacted]_ACM.CDRX
Saved on	Monday, March 26 2018 at 09:46:49
Imaged with CDR version	Crash Data Retrieval Tool 17.6
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.6
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r006

DTCs at Time of Retrieval

None

Hexadecimal Data

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DID    Data

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
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0701_Nissan001_r006

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

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
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Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[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 Cheshire State MA Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 10/16 VIN JN8AT2MV7HW[redacted]

Mileage 19,483 License # [redacted] State MA Country United States

Special equipment & accessories N/A

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

Number	Description	Status	Date
N/A	N/A	○ Open ○ Closed	N/A

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information [redacted] Incident Date 3/8/18 Time 4:16PM EST

Location of Incident (describe fully) Traveling North on Fort Hill Road in Pittsfield, MA at railroad bridge.

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

Vision obstruction (describe) N/A

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[redacted]

Overnight temperature prior to incident: 28F
Length of time parked: Unknown

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant)

Claimant states that she purchased the vehicle in February of 2018. Claimant states that two weeks after purchase, the brakes automatically applied with no one in front of her vehicle. Claimant states that the collision light keeps becoming illuminated during the incidents.

Claimant states that at the time of incident, she was driving home from work. Claimant states that during one incident, she was driving north on Fort Hill Avenue in Pittsfield, MA. Claimant states that there was 5 inches of snow on the ground and a coating of snow on the vehicle. Claimant states that the brakes automatically applied. Claimant states that the dealer stated that the radar system need to be replaced. Claimant states that dealer did not replace the radar. Claimant states that she left the vehicle for a week then the dealer said that they could not duplicate her concerns.

Claimant states that she is calling most recently because she has had another incident with the automatic braking. Claimant states that she was driving north on Fort Hill Avenue in Pittsfield, MA. Claimant states that there were no vehicles behind or in front of her. Claimant states that there was another vehicle coming toward her a bit down the road in another lane. Claimant states that there was no construction. Claimant states that she was abo ut to go under a bridge. Claimant states that she gripped the steering wheel,picked her foot off of the accelerator and then reapplied. Claimant states that warning lamp flashed red, but no warning lights illuminated.

Claimant states that there was no accident or injury.

Claimant denies any prior repairs, collisions, modifications, or abuse of the vehicle prior to, or after the incident.

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

Driver Action (braking, steering, etc.): Claimant states that she gripped the steering wheel, picked her foot off of the accelerator and then reapplied.

Special Circumstances: N/A

Actions taken after incident and results of those actions: N/A

Vehicle Estimated Speed: 20mph
Source: Kate Reardon
Posted Speed Limit: 20mph

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

Witness Present? ○ YES ◉ NO

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[redacted]

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

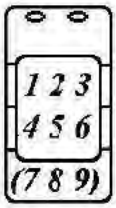
#	Allegation	Allegation made by
1	Claimant states that the vehicle applied the brakes on its own.	Kate Reardon

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information [redacted]

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



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

Address [redacted] Weight 136lbs

Location Incident Vehicle Seating Position 1 - Driver

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

Nature & Extent of Injuries None reported.

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 [redacted]

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[redacted]

VI. Investigation Results

Date of vehicle inspection: 3/26/18

Location of inspection: [redacted] Pittsfield, MA[redacted]

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

No damage reported.

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

Photos taken by: Michael Gorrill, NNA Northeast Region DTS # Photos: 93

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

Exterior/Body	**Note: LF, RF, RR, LR, and tailgate glass have aftermarket tint applied. See Photos: IMG(7-16). **Note: Windshield has a approximately 6 inch strip of aftermarket tint along the upper inside edge. See Photos: IMG(73).
Engine/ Transmission/ Drivetrain	**Note: Nothing remarkable noted.
Underbody/ Suspension/ Steering/ Wheels & Tires	**Note: Aftermarket floor mat on the drivers side contacting the steering shaft creating a noise when turning the steering wheel. See Photos: IMG(67-72).
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	**Note: Headlamp switch in the Auto and HI-Beam position at the time of inspection. See Photos: IMG(27-32). **Note: Vehicle has unsecured aftermarket floor mats installed on top of factory floor mats. See Photos: IMG(67-72). **Note: Aftermarket floor mat on the drivers side contacting the steering shaft. See Photos: IMG(67-72).
Seat Belts/ Child Restraints (if applicable)	**Note: Nothing remarkable noted.
Air Bags	**Note: Nothing remarkable noted.

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

**Note: Incident location photos attached. See Photos: IMG(33-43).
**Note: Incident location historical weather data attached. See Folder: WeatherData.
**Note: Map of incident location attached. See Folder: GoogleMaps.
**Note: FEB OPERATION MILEAGE shows: 1 mile. See Folder: CIII+Data/ScreenImage (4).
**Note: ICC/ADAS CAUSE OF AUTO-CANCEL 1 shows:
LANE CAMERA BLOCKED, 56
INCHING LOST, 254
FR RADAR BLOCKED, 254
**CIII+ ALL SYSTEMS DIAGNOSIS revealed the following DTC's:
ICC/ADAS, U1500, CAM CAN CIR2, PAST, 49
LASER/RADAR, C1A16-97, RADAR STAIN [CMP/SYS OPR OBST OR BLKD], 14597 mile
AUTO BACK DOOR, B2409, HALF LATCH SWITCH, 39

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[redacted]

AUTO BACK DOOR, B2422, BACK DOOR STATE, 39
**Note: At the time of inspection, DTS MJG road tested the vehicle to the incident location (aproximately 3 miles from the inspection location). DTS made multiple drives past the incident location without duplication of the claimants concern. DTS road test the vehicle a total of 32 miles (from odometer reading of 19,483 to 19,515 miles).

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 states that the vehicle applied the brakes on its own.	1. FEB OPERATION MILEAGE shows: 1 mile. 2. DTS road tested the vehicle 32 miles at the time of inspection and made multiple drives past the incident location without duplication of the claimants concern.

Add Row | Remove Row

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

Reporter's Signature *Michael Gorrill*

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[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): **Note: Vehicle equipped with High Beam Assist.

Comments: **Note: Nothing remarkable noted.

II. Diagnostic Download and EDR Data

Instructions:

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

	Yes	No	Comments
Full diagnostic download included in report?	◉	○	**Note: Full diagnostic download included in report. See Folder: CIII+Data.

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV7HW[redacted]

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

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	**Note: Nothing remarkable noted. See Photos: IMG(84-85).
○	◉	Physical damage to camera? (ie. cracks)	**Note: Nothing remarkable noted. See Photos: IMG(73-77).
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	**Note: Nothing remarkable noted. See Photos: IMG(78-79).
○	◉	Physical damage to radar sensor units? (ie. cracks)	**Note: Nothing remarkable noted. See Photos: IMG(78-82).
○	◉	Electrical connection to radar module firmly seated?	**Note: Electrical connection to radar module firmly seated. See Photos: IMG(80-82).
○	◉	Electrical connection to camera module firmly seated?	**Note: Electrical connection to camera module firmly seated. See Photos: IMG(76-77).
○	○		

End of Form

*Name your file while saving.

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

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



Search

Samaritan Potter Help & Training

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

Case
[redacted]

Customize Page | Printable View | Help for this Page

Case Comments [22] | Case Categorizations [1] | Open Activities [0] | Activity History [4] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [20] | 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		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	3/7/2018 2:54 PM
Letter Received Date		Date/Time Closed	
Follow Up Date	4/19/2018	Multiple Repairs	No
Follow Up Request	No Email Address-Send Correspondence Request		
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	HADDAD NISSAN
# Vehicles Owned	1	Previous Repair Date	3/6/2018
Vehicle Purchased	New	Previous Repair Location	NISSAN OF KEENE
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	18,642		

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	JN8AT2MV7HW[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	HADDAD NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	review

Related Items

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

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

Primary & Secondary Root Cause Code

What is the issue?		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: JN8AT2MV7HW[redacted]		
Created By	Leah Kinoshita-Robicheau, 3/7/2018 2:54 PM	Root Cause Code	
Last Modified By	Dakota McGregor, 4/19/2018 12:03 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By: Dakota McGregor (4/19/2018 12:03 PM)** ARBS sent e-mail to pl-wr inquiring about resolution
Make Private	✓	**Created By: Dakota McGregor (4/11/2018 9:13 AM)** ARBS notes that is moving followup due to new info that an update for FEB will be released soon
Make Private	✓	**Created By: Dakota McGregor (3/28/2018 4:08 PM)** ARBS placed outbound to C[redacted] ARBS verified C had time to speak to ARBS ARBS informed that would be 2-4 weeks from inspection date , potentially less before resolution would be available ARBS offered further assistance C declined ARBS thanked c C thanked ARBS Call ended mutually
Make Private	✓	**Created By: Dakota McGregor (3/28/2018 4:03 PM)** ARBS received vmx from C requesting update on case
Make Private	✓	**Created By: Dakota McGregor (3/28/2018 3:15 PM)** ARBS notes per DTS that IIR was uploaded to FTP
Make Private	✓	**Created By: Dakota McGregor (3/23/2018 10:36 AM)** ARBS sent e-mail to DTS-MG informing of new appointment confirmation for 03/26/18 at 9AM
Make Private	✓	**Created By: Dakota McGregor (3/23/2018 10:32 AM)** ARBS placed outbound to C[redacted] ARBS verified with C of Cs appointment change to 03/26/18 at 9AM C inquired when authorization was provided for loaner/rental veh ARBS informed that ARBS office provided to DLR SA and SM Todd on 03/14 ARBS informed that ARBS gave info to SA as SM was not available C understood C states that DLR did not provide C a loaner/rental veh at first, and C was given a hard time ARBS apologized C inquired why reschedule occurred so late ARBS informed that ARBS office was provided late notice and in regard to weather was deemed safer to reschedule C understood and agreed ARBS apologized and informed that ARBS was OOO C understood and thanked ARBS ARBS offered further assistance C declined ARBS thanked C C thanked ARBS Call ended mutually
Make Private	✓	**Created By: Dakota McGregor (3/23/2018 8:32 AM)** ARBS received vmx from C requesting callback and confirming inspection date and time of 03/26 at 9AM
Make Private	✓	**Created By: Samantha Dixon (3/22/2018 3:51 PM)** ARBS placed outbound to C[redacted] ARBS had to leave a vcmail ARBS advised that ARBS DM is OOO and there was a message received by the inspector advising that DTS is unable to meet tomorrow 3/23 due to weather and wanted to inspect on monday 3/26 @ 9am and if that doesnt work next date is 4/6 @ 9am. ARBS advised for c to call ARBS DM back to advise if c can make it on 3/26.
Make Private	✓	**Created By: Samantha Dixon (3/22/2018 3:47 PM)** ARBS received email from SR PLR FD requesting ARBS to call C as ARBS DM OOO. DTS needs to change inspection to 3/26 @9am and if that date doesnt work, next date is 4/6 @ 9am
		Created By: Dakota McGregor (3/14/2018 1:24 PM) ARBS placed outbound to DLR Haddad Nissan ARBS spoke to SA as SM Todd is not available SA confirmed inspection for 03/23/18 at 9AM ARBS informed that rental/loaner would be provided during inspection and up to review process ARBS informed C is authorized for loaner/rental veh, and C has requested to have from 03/22-3/24 or less

Make Private	SA understood SA requested e-mail from ARBS ARBS took e-mails for SA and SM: scedar@haddadauto.com tlachance@haddadauto.com ARBS sent e-mail to SA and SM informing that Nissan will be providing rental/loaner for C ARBS attached rental claim instructions
Make Private	**Created By: Dakota McGregor (3/14/2018 12:13 PM)** ARBS placed outbound to C [redacted] C confirmed inspection date for 03/23/18 at DLR Haddad Nissan C states C will be dropping the veh off on 03/22/18 at 4:30PM and would like to pick up loaner/rental veh then C states C would only like to have rental/loaner for 03/22/18,03/23/18 and some of 03/24/18 ARBS understood ARBS offered further assistance C declined ARBS thanked C C thanked ARBS Call ended mutually
Make Private	**Created By: Dakota McGregor (3/13/2018 4:22 PM)** ARBS placed outbound to C [redacted] ARBS left vmx informing that inspection is scheduled for 03/23/18 at 9 AM ARBS informed that needs C to confirm or decline appointment ARBS informed that if C leaves a vmx confirming then ARBS will assume that C only requires the loaner/rental veh for the inspection date only like previously discussed ARBS provided best contact info and requested a callback
Make Private	**Created By: Dakota McGregor (3/12/2018 1:34 PM)** ARBS notes that updated probe: ARBS notes corrections: C states C is calling most recently because C has had another incident with the automatic braking C states that was driving home from work C states that there was 5 inches of snow C states that brakes automatically applied C states that DLR stated that the radar system need to be replaced C states that DLR did not replace the radar C states that left veh for a week then the DLR said that the DLR could not duplicate Cs concerns C states that there were no vehicles behind or in front of C C states that there was another veh coming toward C a bit down the road in another lane C states that there was no construction C states that was about to go under a bridge C states that gripped the steering wheel, and C picked foot off of the accelerator and then reapplied C states that flashed red, but no warning lights illuminated C states that there was no accident or injury
Make Private	**Created By: Dakota McGregor (3/12/2018 1:25 PM)** ARBS submitted DTS request
Make Public	**Created By: Dakota McGregor (3/12/2018 12:07 PM)** IIR- FEB/STEERING- EST
Make Private	**Created By: Dakota McGregor (3/12/2018 12:06 PM)** [redacted] ARBS placed outbound to C ARBS verified and completed probe ARBS verified C had time to speak to ARBS C states that C purchased the veh in February C states that 2 weeks after purchase C states that brakes automatically applied with no one in front of C C states that over summer C was driving on the highway C states that was raining and was using ICC C states that ICC just shut off immediately C states that collision light keeps becoming illuminated C states that has automatic high beams on the veh, and the high beams will intermittently turn on and off C states that C noticed that his frequently happens when Cs veh passes other vehicles C states that was driving home from work C states that there was 5 inches of snow C states that brakes automatically applied C states that DLR stated that the radar system need to be replaced C states that DLR did not replace the radar C states that left veh for a week then the DLR said that the DLR could not duplicate Cs concerns C states C is calling most recently because C has had another incident with the automatic braking C states that there were no vehicles behind or in front of C C states that there was another veh coming toward C a bit down the road in another lane C states that there was no construction C states that was about to go under a bridge C states that gripped the steering wheel, and C picked foot off of the accelerator and then reapplied C states that flashed red, but no warning lights illuminated C states that there was no accident or injury ARBS informed that inspection process would take 6-8 weeks and would be 2-4 weeks to get inspector out and 2-4 weeks for specialists to review info ARBS informed that inspection would only be for the FEB concern and not the other concerns C inquired about getting other concerns addressed *ARBS informed that ARBS could transfer case to regional specialist at end of process for other concerns C agreed ARBS offered rental/loaner to C for duration of process C states so far C would like just for inspection date and nothing else ARBS understood ARBS informed that would contact C back in several business days with inspection date C agreed ARBS offered further assistance C requested ARBS phone number ARBS provided to C and case number ARBS thanked C C thanked ARBS Call ended mutually
Make Private	**Created By: Dakota McGregor (3/12/2018 11:04 AM)** ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE **********
Make Public	**Created By: Samantha Dixon (3/9/2018 7:27 AM)** FEB concern. Headlights and steering wheel concerns

Created By: Dezerick Frazier (3/8/2018 8:42 AM)
RCAS-DF placed outbound call to the dealership.

RCAS-DF spoke with service manager Steve.

RCAS-DF asked for a update on C's VEH.

Make Private ✓ RCAS-DF informed SM-S that C's collision light is coming on.

SM-S stated that SM-S has not seen the VEH. SM-Jason Airtoli left in February.

SM-S informed RCAS-DF to tell Ct o make sure C's grill is clean.

RCAS-DF stated ok thanks.

Call ended mutually.

Created By: Leah Kinoshita-Robicheau (3/7/2018 3:08 PM) | Last Modified By: Dezerick Frazier (3/8/2018 8:36 AM)
*****{CASE SUMMARY}*****
Make Private ✓ C is seeking assistance with VEH navigation system repair

CRR-Lk sent case to RCAS

Created By: Leah Kinoshita-Robicheau (3/7/2018 3:08 PM) | Last Modified By: Dezerick Frazier (3/8/2018 8:36 AM)
CRR-LK VERIFIED Account information including: C's name, address, phone#, Best contact, email
CRR-LK VERIFIED VEH Information including: VIN #, mileage
CRR-LK CHECKED for open recalls/campaigns and found: 0
CRR-LK CHECKED for previous UNRELATED Case(s) and found: 0
CRR-LK CHECKED previous RELATED Case(s) and found: 0
CRR-LK NOTED concern is: C is seeking assistance with VEH navigation system repair

CRR-LK received inbound call from C

C stated that C took VEH to DLRSHP where C purchased VEH, Nissan of Keene
C stated that VEH was not able to duplicate issue therefore could not diagnose VEH
C stated that C took VEH to Haddad Nissan
C stated that DLRSHP refused to replace part
C stated that DLRSHP stated there was no error in the system but was able to duplicate issue and told C that there is a faulty radar system
C stated that C spoke to SM Jason airtori
C stated that everyday collision light is coming on
C stated that C wants radar taken care of

Make Private ✓ CRR-Lk apologized to C for the inconvenience
CRR-LK stated that CRR-Lk will be sending C an email with case information as well as agent name and id that C would need for the survey that C would receive in two weeks in regards to CRR-Lk service during the call
CRR-Lk stated that C will be transferring case to RCAS to further assist C

C thanked CRR-LK for assistance
C stated that C would like RCAS to please call around 4:15 or 4:30

CRR-Lk stated that CRR-Lk will sent the request to RCAS

C thanked CRR-Lk

CRR-LK asked C if CRR-Lk could assist further

C declined

CRR-LK thanked C for contacting NNA

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/GPS SYSTEM	GENERAL INQUIRY	QA

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] HADDAD NISSAN			3/14/2018	Michael Gorrill		Complete	3/12/2018 7:21 PM
Edit | Del	DTS Follow Up[redacted] HADDAD NISSAN			3/14/2018	Dakota McGregor		Complete	3/12/2018 1:38 PM
Edit | Del	IIR		[redacted]	3/12/2018	Dakota McGregor		Complete	3/12/2018 11:03 AM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 5000G1S5Jsv:ref]		[redacted]	3/7/2018	Leah Kinoshita-Robicheau		Complete	3/7/2018 2:58 PM

Customer Support Tools

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

No records to display

Check Activity

Check Activity Help

No records to display

Forms

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

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
	[redacted]	IIR	Dezerick Frazier, 3/8/2018 4:28 PM	3/8/2018			JN8AT2MV7HW[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status

Edit [redacted]	3/26/2018 9:00 AM	[redacted]	[redacted]	Completed

Attachments Attach File Attachments Help

No records to display

Case History Case History Help

Date	User	Action
4/19/2018 12:51 PM	Dakota McGregor	Changed **Follow Up Date** from 4/19/2018 to **4/24/2018**.
4/11/2018 9:12 AM	Dakota McGregor	Changed **Follow Up Date** from 4/11/2018 to **4/19/2018**.
3/28/2018 3:15 PM	Dakota McGregor	Changed **Follow Up Date** from 4/2/2018 to **4/11/2018**.
3/23/2018 10:36 AM	Dakota McGregor	Changed **Follow Up Date** from 3/30/2018 to **4/2/2018**.
3/22/2018 3:47 PM	Samantha Dixon	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV7HW[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV7HW**[redacted].
3/14/2018 12:14 PM	Dakota McGregor	Changed **Follow Up Date** from 3/14/2018 to **3/30/2018**.
3/13/2018 4:22 PM	Dakota McGregor	Changed **Follow Up Date** from 3/13/2018 to **3/14/2018**.
3/12/2018 1:47 PM	Dakota McGregor	Changed **Follow Up Date** from 3/12/2018 to **3/13/2018**.
3/12/2018 12:07 PM	Dakota McGregor	Changed **Description**.
3/9/2018 7:28 AM	Samantha Dixon	Changed **Case Owner** from Dezerick Frazier to **Dakota McGregor**.
3/9/2018 7:27 AM	Samantha Dixon	Changed **Subject** from CUSTOMER:[redacted] PHONE: VIN: JN8AT2MV7HW[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV7HW**[redacted].
		Changed **Description**.
3/8/2018 4:29 PM	Dezerick Frazier	Changed **Follow Up Date** from 3/8/2018 to **3/12/2018**.
		Changed **Description**.
3/7/2018 3:09 PM	Leah Kinoshita-Robicheau	Changed **Escalated By ID** to[redacted]
		Changed **Case Owner** from Leah Kinoshita-Robicheau to **Dezerick Frazier**.
3/7/2018 2:54 PM	Leah Kinoshita-Robicheau	Changed **Follow Up Date** from 3/7/2018 to **3/8/2018**.
		Changed **VIN** to **JN8AT2MV7HW**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE: VIN: JN8AT2MV7HW**[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._5000G1S5Jsv:ref] *3/7/2018 Case #[redacted] VIN # JN8AT2MV7HW[redacted] Dea[redacted], Thank you ...*	[redacted]	3/7/2018 2:58 PM

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

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CONSULT-III plus Ver.72.20 Ver.CSP31.10 VIN:JN8AT2MV7HW[redacted] Vehicle : ROGUE T32 2017 Country : United States

Back | Home | Print Screen | Screen Capture | Measurement Mode | Recorded Data | Help | ERT | 14.5V | VI | MI

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

Configuration

Operation Log and Vehicle specification (Configuration data) have been saved to CONSULT. Touch "End" to back to Home Screen. And refer to Service Manual, and replace ECU.

After replacement of ECU, touch "Configuration" on Home Screen to continue to write configuration.



File Label	JN8AT2MV7HW[redacted]_344_Config_Backup
Vehicle	ROGUE
System	ICC/ADAS
Part number/Type ID	284E7-6FL4D
Saved Date	3/26/2018 8:20:24 AM

End

All Self Diagnostic Results ROGUE T32 /2017- JN8AT2MV7HW[redacted]

SYSTEM	PART NUMBER	DTC	Detailed Information	TIME
ICC/ADAS	284E7-6FL1B	U1500	CAN CAN CIR2	PAST
LASER/RADAR	284385FA1A	C1A16-97	RADAR STAIN [CMP/SYSOPROBSTOR BLKD]	PAST
AUTO BACK DOOR	284G4-4BA3A	82409	HALF LATCH SW	PAST
AUTO BACK DOOR	284G4-4BA3A	82422	BACK DOOR STATE	PAST
ENGINE	23710-7FP5C	No DTC		
ABS	47660-6FP9A	No DTC		
METER/M&A	24810-7FR0A	No DTC		
BCM	284B24BA6A	No DTC		
AIR BAG	98820-6FL0A	No DTC		
TRANSMISSION	31036-5HK1A	No DTC		
EPS/DAST 3	28504-6FL5A	No DTC		
IPDM E/R	28487-5NA0B	No DTC		
AIR PRESSURE MONITOR	284B24BAA0	No DTC		
AUTO DRIVE POS.	28565-6FL0B	No DTC		
ALL MODE AWD/4WD	41650-4BA2A	No DTC		
LANE CAMERA	284G36FL0B	No DTC		
CAN GATEWAY	284D24BA0A	No DTC		
SIDE RADAR LEFT	284K1-6FL0A	No DTC		
SIDE RADAR RIGHT	284K0-6FL0A	No DTC		
TELEMATICS	28275-5AA2B	No DTC		
AVM	284A1-6FL1A	No DTC		
CHASSIS CONTROL	476A06FL0A	No DTC		
ICC/ADAS 2	284P16FL1C	No DTC		
3ci CAN GATEWAY	284T26FL0A	No DTC		

start 2 CONSULT-III plus ... Viewer ASIST Terminal Desktop 8:10 AM

Freeze Frame - ICC/ADAS

DTC RESULTS	U1500	CAM CAN CIR2

MONITOR ITEM		
IGN COUNTER	49	

1 / 1

Print

Close

Freeze Frame - LASER/RADAR

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

MONITOR ITEM		
ODO/TRIP METER	14597	mile

1 / 1

Print

Close

Freeze Frame - AUTO BACK DOOR

DTC RESULTS	B2409	HALF LATCH SW

MONITOR ITEM		
IGN COUNTER	39	

1/1

Print

Close

Freeze Frame - AUTO BACK DOOR

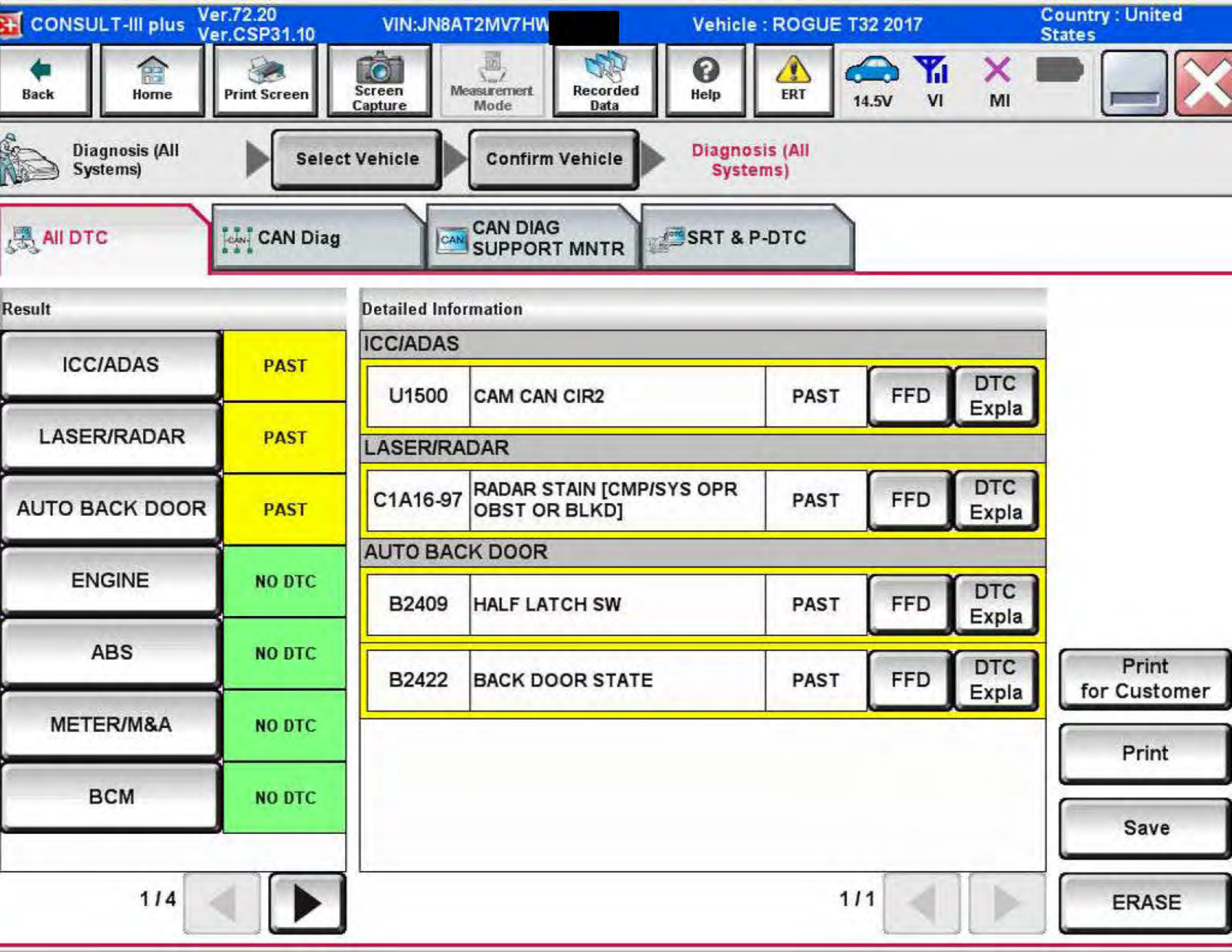
DTC RESULTS	B2422	BACK DOOR STATE

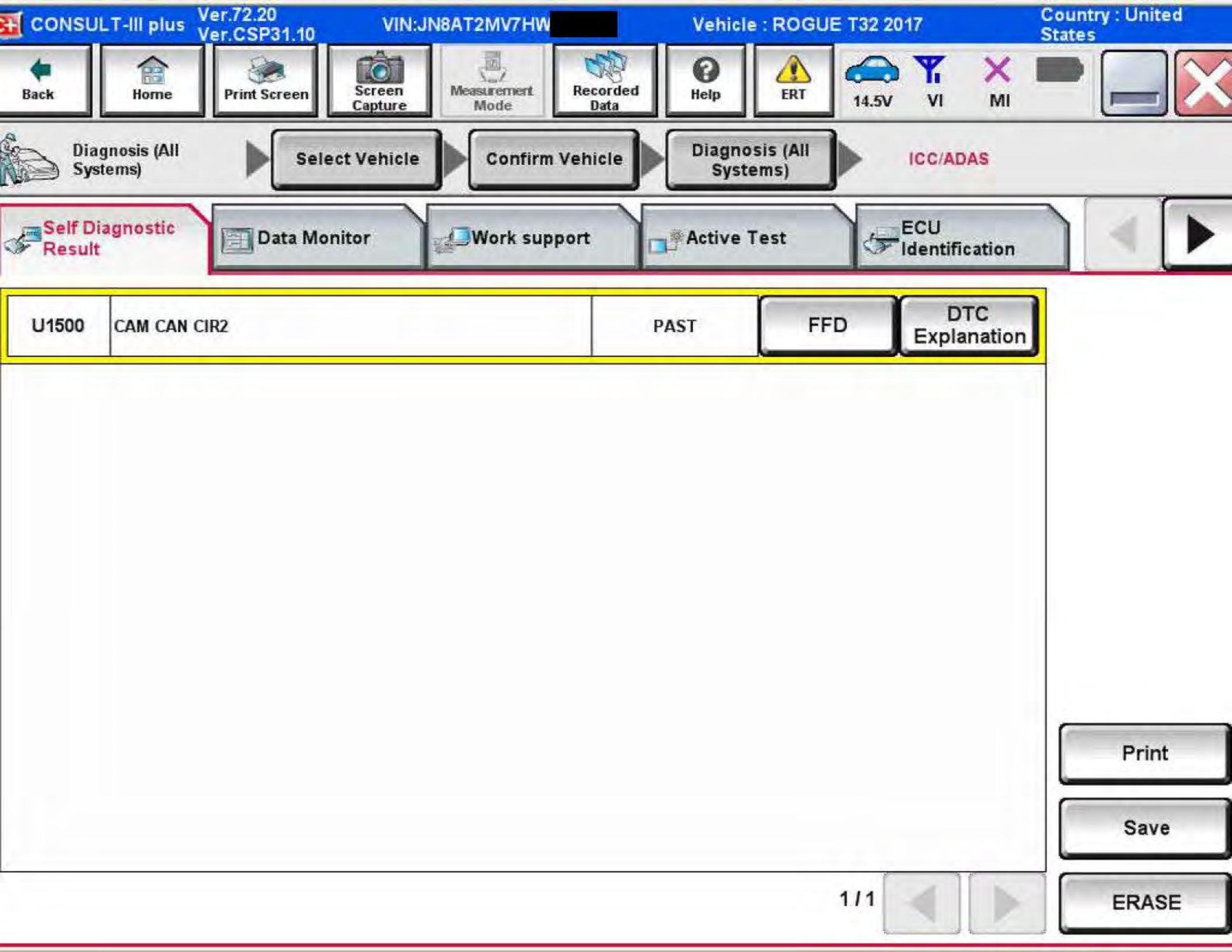
MONITOR ITEM		
IGN COUNTER	39	

1/1

Print

Close


CONSULT-III plus
Ver.72.20
Ver.CSP31.10
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
ICC/ADAS
PAST
LASER/RADAR
PAST
AUTO BACK DOOR
PAST
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
ICC/ADAS
U1500
CAM CAN CIR2
PAST
FFD
DTC Expla
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Expla
AUTO BACK DOOR
B2409
HALF LATCH SW
PAST
FFD
DTC Expla
B2422
BACK DOOR STATE
PAST
FFD
DTC Expla
Print for Customer
Print
Save
ERASE
1/4
1/1

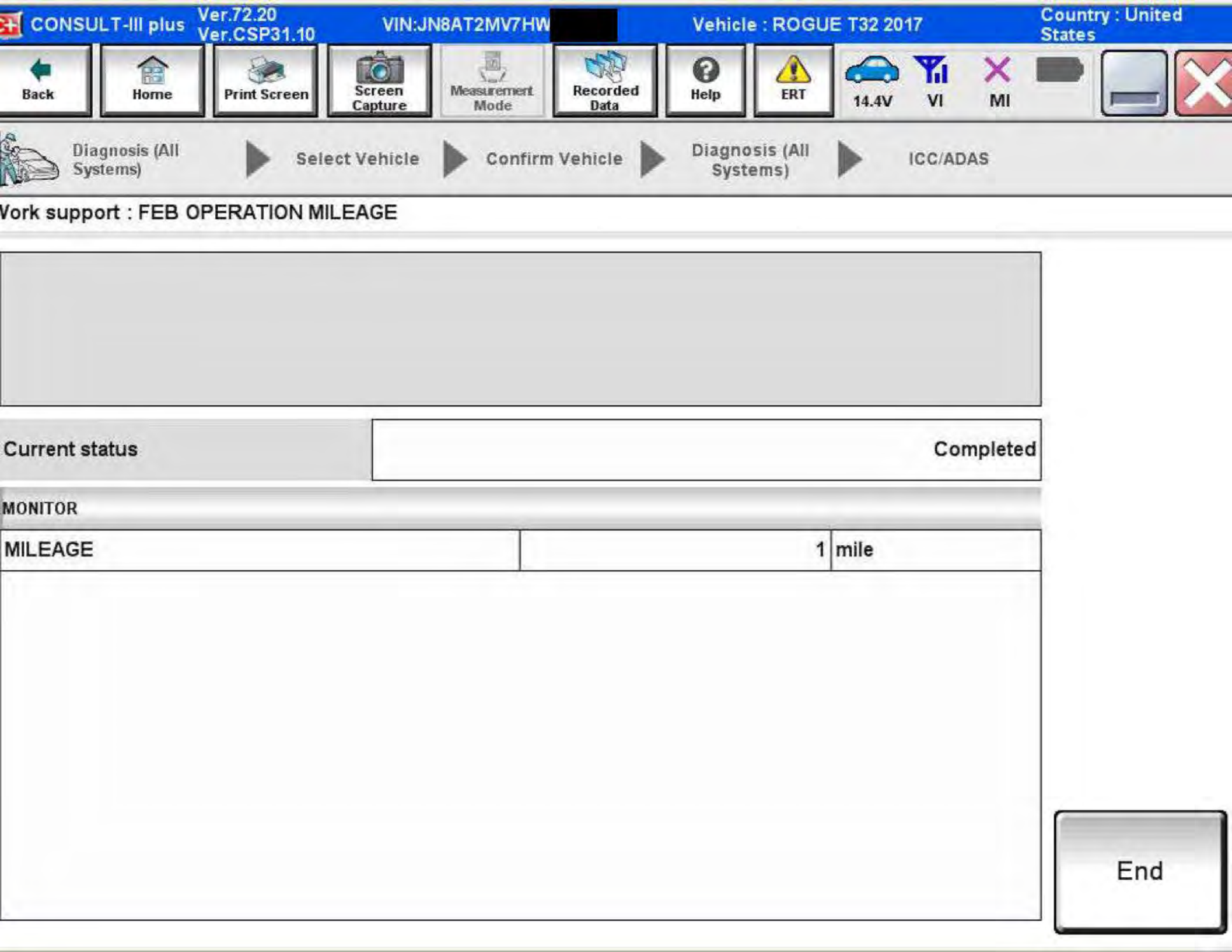

CONSULT-III plus
Ver.72.20
Ver.CSP31.10
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
U1500
CAM CAN CIR2
PAST
FFD
DTC Explanation
Print
Save
1 / 1
ERASE

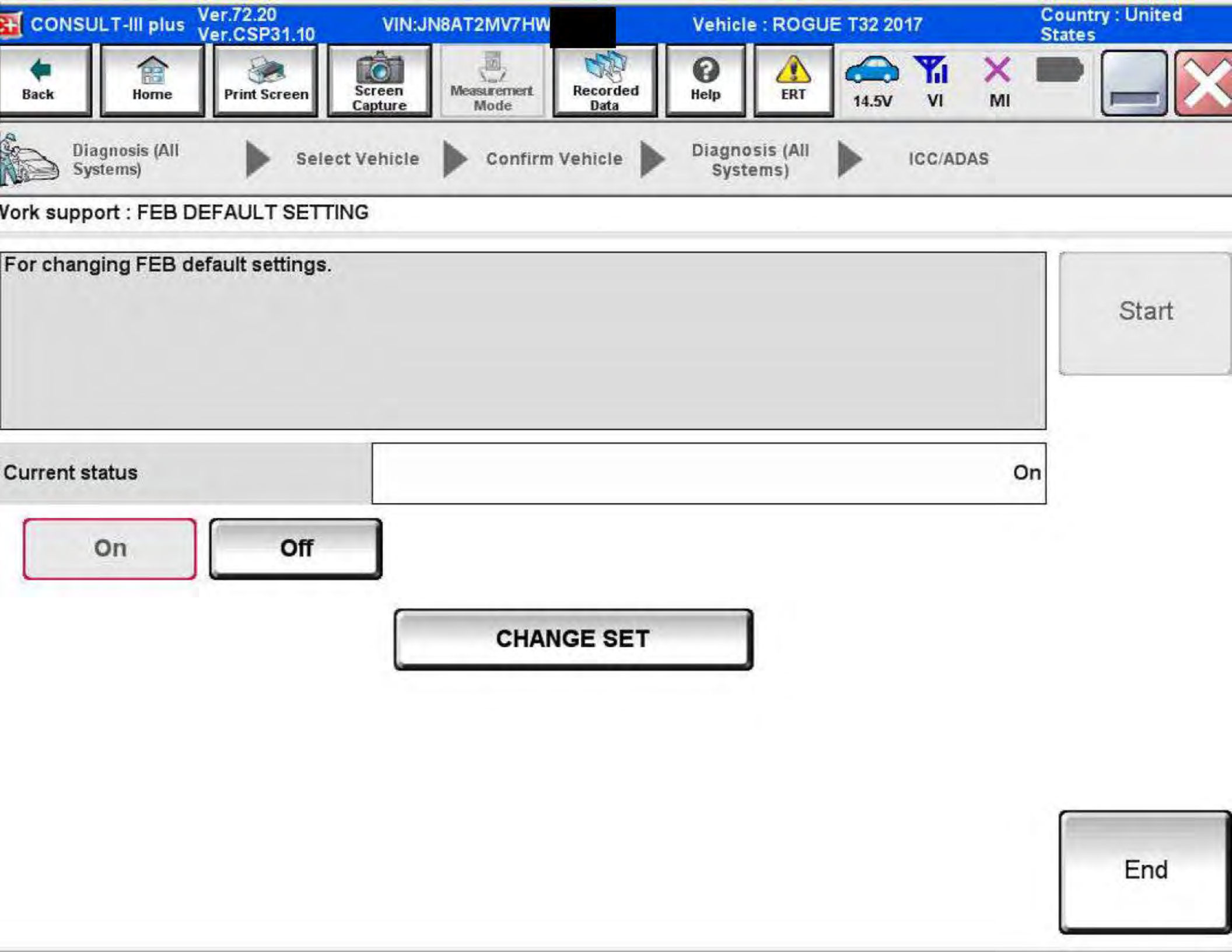
Work support : CAUSE OF AUTO-CANCEL 1

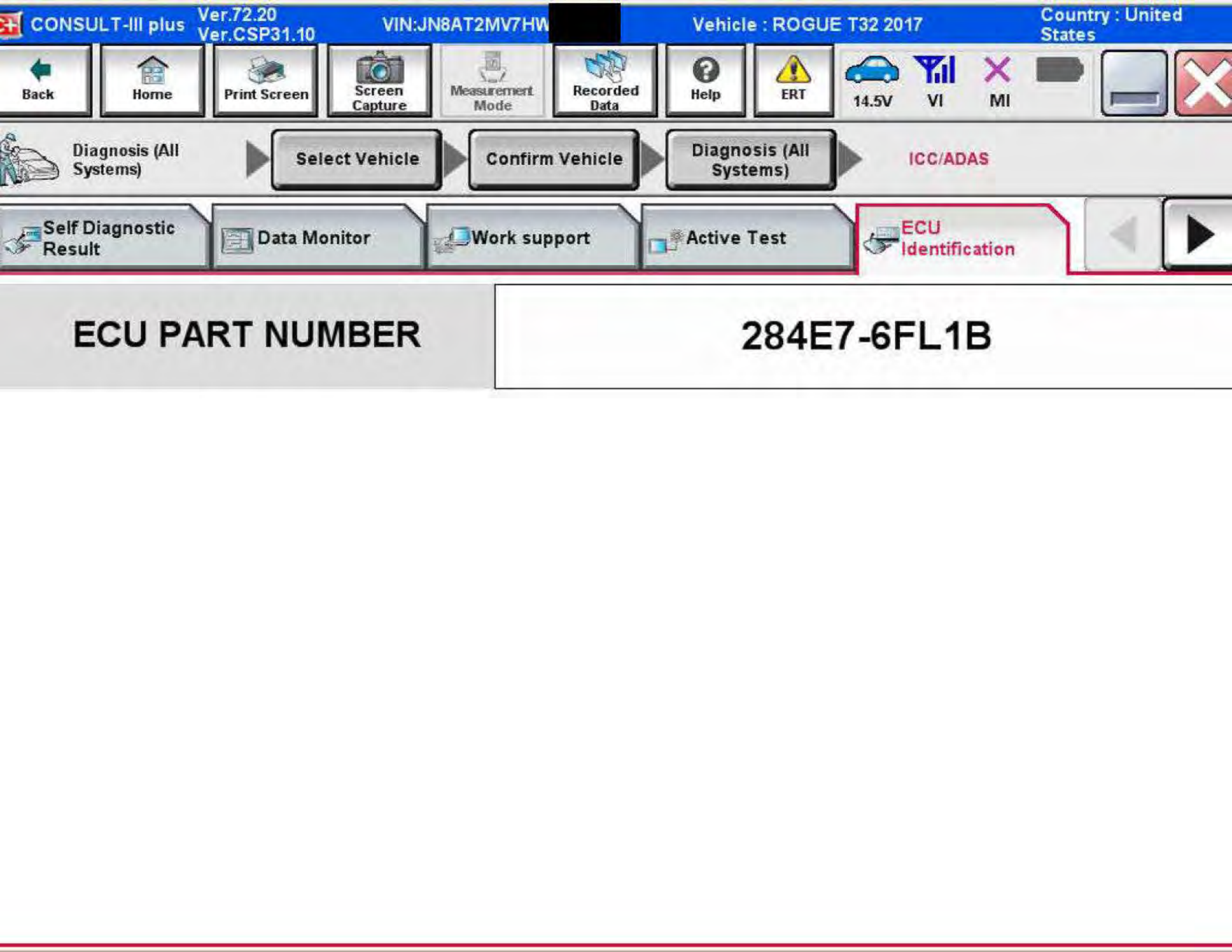
CANCEL CAUSE ITEM	
Current status	Completed
LANE CAMERA BLOCKED	56
INCHING LOST	254
FR RADAR BLOCKED	254

Retry

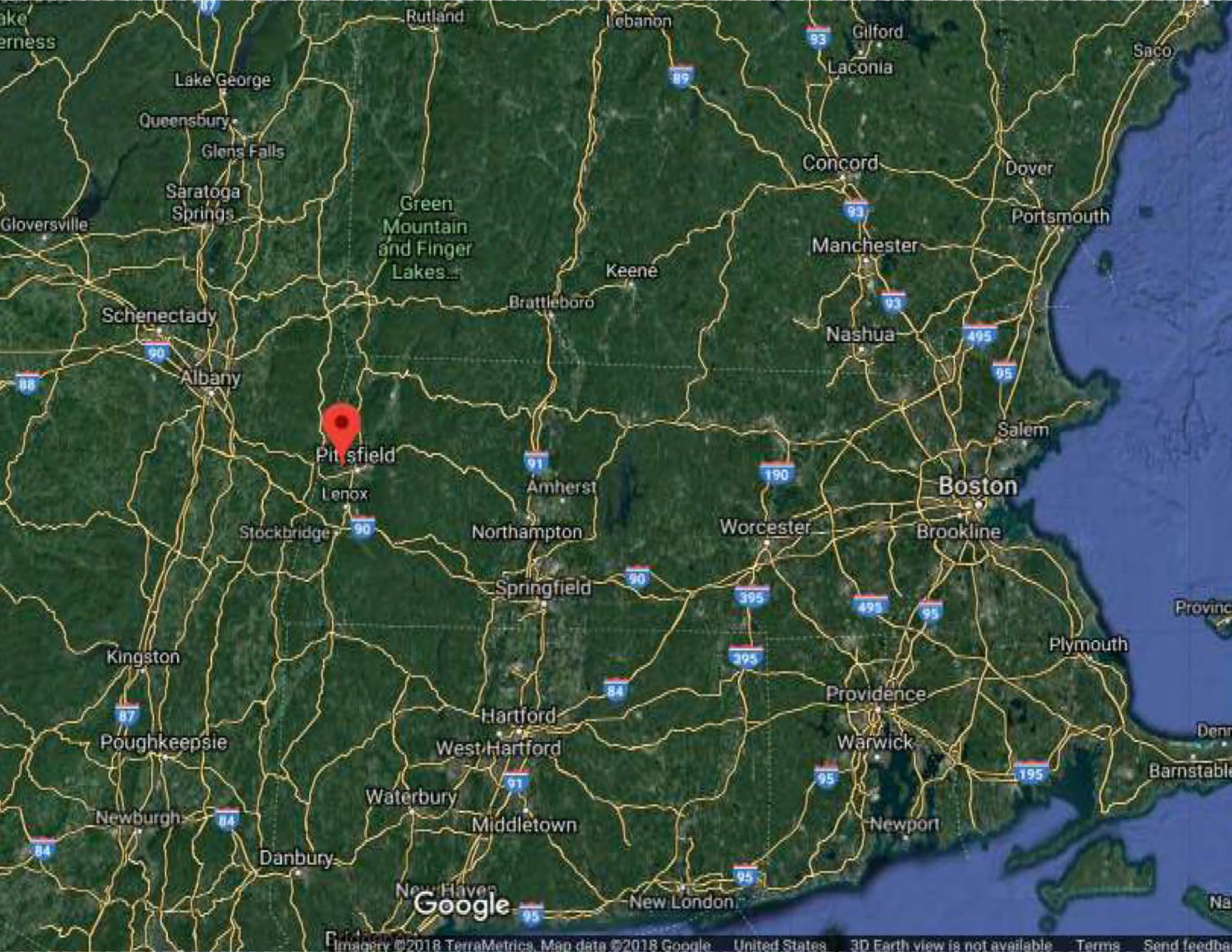
End

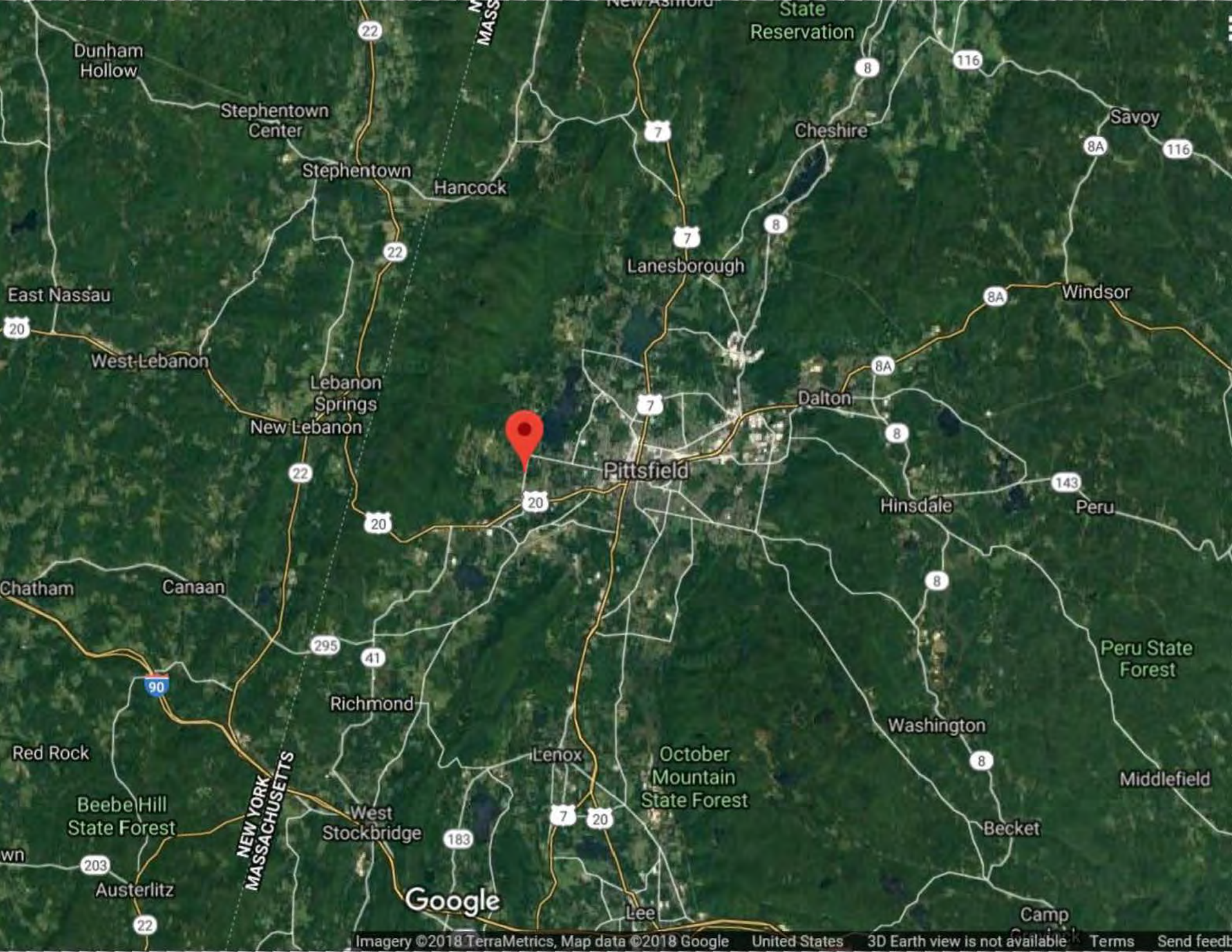

CONSULT-III plus
Ver.72.20
Ver.CSP31.10
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.4V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
1
mile
End

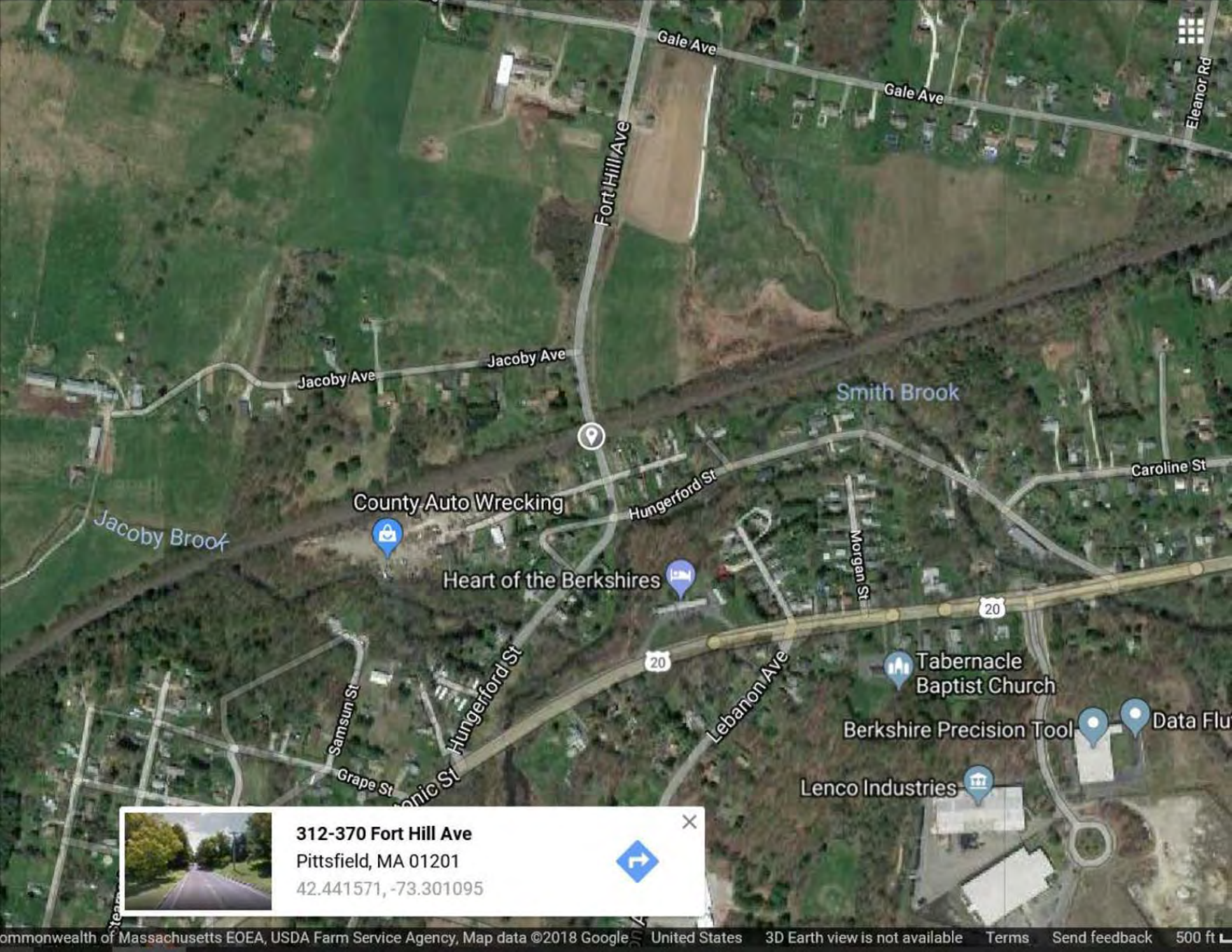

CONSULT-III plus
Ver.72.20
Ver.CSP31.10
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End


CONSULT-III plus
Ver.72.20
Ver.CSP31.10
VIN:JN8AT2MV7HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
ECU PART NUMBER
284E7-6FL1B

Fort Hill Ave
Fort Hill Ave
Google
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Rutland
Lebanon
Gilford
Laconia
Saco
Lake George
Queensbury
Glens Falls
Saratoga Springs
Gloversville
Green Mountain and Finger Lakes...
Concord
Dover
Portsmouth
Manchester
Keene
Brattleboro
Schenectady
Albany
Nashua
Salem
Pittsfield
Lenox
Stockbridge
Amherst
Northampton
Worcester
Boston
Brookline
Springfield
Kingston
Poughkeepsie
Hartford
West Hartford
Waterbury
Middletown
Newburgh
Danbury
New Haven
New London
Providence
Warwick
Plymouth
Newport
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Dunham Hollow
Stephentown Center
Stephentown
Hancock
State Reservation
Cheshire
Savoy
Lanesborough
East Nassau
West Lebanon
Lebanon Springs
New Lebanon
Windsor
Dalton
Pittsfield
Hinsdale
Peru
Chatham
Canaan
Peru State Forest
Richmond
Washington
Red Rock
Lenox
October Mountain State Forest
Middlefield
Beebe Hill State Forest
West Stockbridge
Becket
NEW YORK MASSACHUSETTS
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Gale Ave
Gale Ave
Eleanor Rd
Fort Hill Ave
Jacoby Ave
Jacoby Ave
Smith Brook
Caroline St
Hungerford St
County Auto Wrecking
Jacoby Brook
Heart of the Berkshires
Morgan St
20
20
Tabernacle Baptist Church
Lebanon Ave
Hungerford St
Samsun St
Grape St
Berkshire Precision Tool
Data Flu
Lenco Industries
312-370 Fort Hill Ave
Pittsfield, MA 01201
42.441571, -73.301095
ommonwealth of Massachusetts EOEA, USDA Farm Service Agency, Map data ©2018 Google
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500 ft


Jacoby Ave
Santa Maria St
Hungerford St
Santa Maria St
Hungerford St
Santa Maria St
Hungerford St
312-370 Fort Hill Ave
Pittsfield, MA 01201
42.441585, -73.301077
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United States
3D Earth view is not available
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Send feedback


11:36 AM
38°F
Safety Shield
P
249 mi
19515 miles
RPM x1000
MPH
km/h


NISSAN




JN8AT2MV7HW


MFD BY NISSAN MOTOR CO.,LTD.
DATE 10/16
GVWR/PNBV 4679 LBS.
GAWR/PNBE FR.2363 LBS.
WITH 225/55R19 TIRES,
19×7J RIMS.AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR.2401 LBS.
WITH 225/55R19 TIRES,
19×7J RIMS.AT 33 PSI
COLD SINGLE.
THIS VEHICLE CONFORMS
TO ALL APPLICABLE FED-
ERAL MOTOR VEHICLE SA-
FETY AND THEFT PREVEN-
TION STANDARDS IN EFF-
ECT ON THE DATE OF MA-
NUFACTURE SHOWN ABOVE.
VIN: JN8AT2MV7HW
TYPE: MPV
COLOR TRIM TRANS
G41 Z RE0F10D
AXLE ENGINE
GS56 QR25(DE) 2488CC
JN8AT2MV7HW


9:02 AM
RPMx1000
3
4
5
6
7
8
H
19483 miles
MPH
40
60
80
100
140
180
20
20
60
220
km/h
1/2
1


COMMONWEALTH OF MASSACHUSETTS
03/10/2018
INITIAL
NON COMMERCIAL
3
[redacted]
JN8AT2MV7H[redacted]
[redacted]
ES
[redacted]
NISSAN
EXPIRES
2019


NISSAN








ROGUE


NISSAN
NISSAN of KEENE
ROGUE
SL AWD


SL AWD



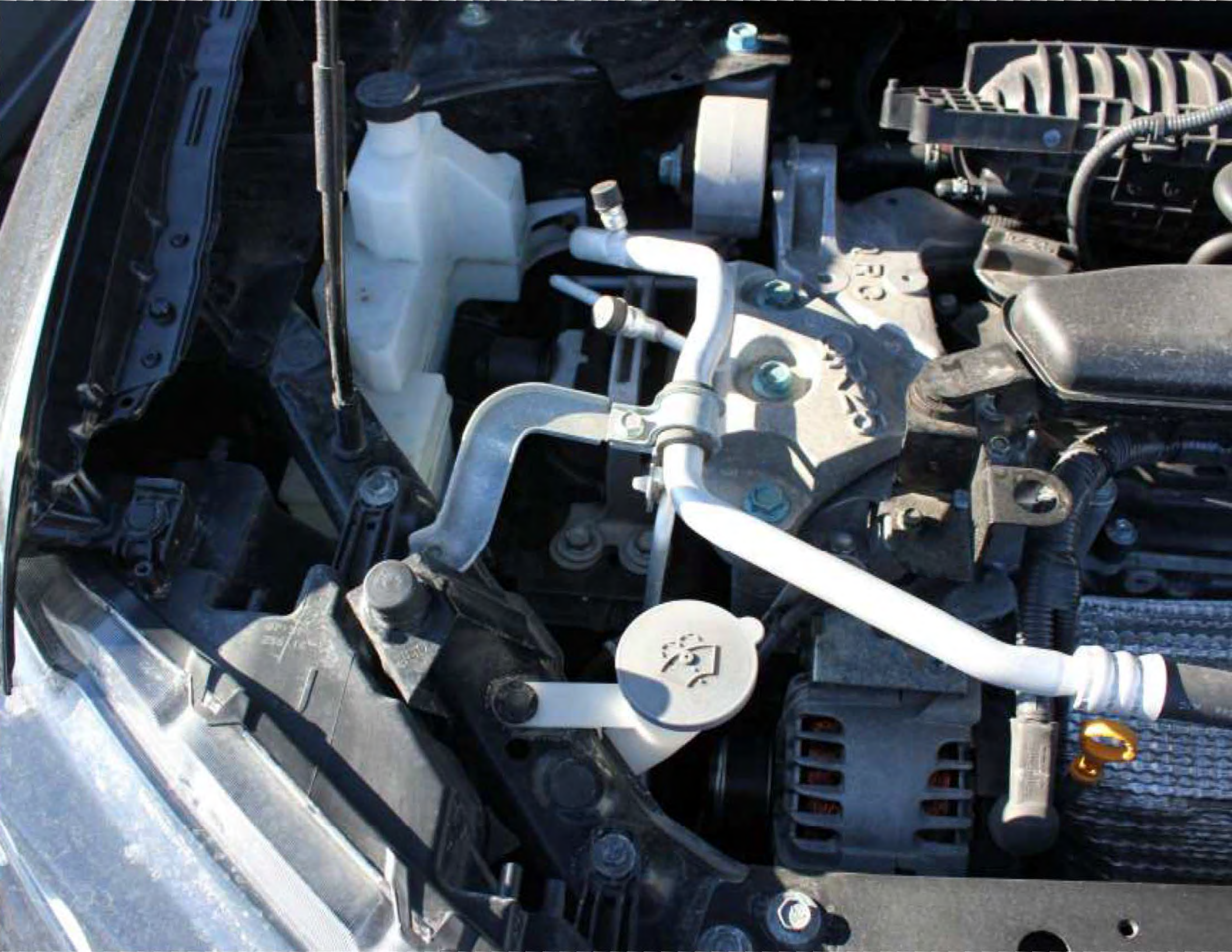









NISSAN






NISSAN




NISSAN


NISSAN




AUTO


AUTO












SPEED
LIMIT
20


ROAD
NARROWS








20


ROAD
NARROWS
SPEED
LIMIT
20




12'0"
LOW
CLEARANCE




10:40 AM
38 °F
Fuel Economy 2
Average 23.0 mpg
OK = Reset
P
ECO
249
19515 miles
RPMx1000
4
5
6
7
8
C
H
60
MPH
40
100
60
20
20
0
1/2


10:40 AM
38°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
ECO
249
19515 miles
MPH
60
40
20
100
60
20
0
1/2
1000
5
6
7
8
H


10:40 AM
38 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
ECO
249
19515 miles
RPMx1000
4
5
6
7
8
C
H
60
40
60
20
20
0


10:41 AM
38°F
Driving Aids
Emergency Brake
Lane
Blind Spot
P
ECO
249
19515 miles
RPMx1000
4
5
6
7
8
C
H
ABS
BRAKE
60
40
60
20
20
0


10:41 AM
38°F
Lane
Warning
RPMx1000
4
5
6
7
8
C
H
P
ECO
249
19515 miles
60
40
60
20
20
0


10:41 AM
38°F
Driving Aids
Emergency Brake
Lane
Blind Spot
P
ECO
249
19515 miles
RPMx1000
4
5
6
7
8
C
H
60
40
60
20
20
0


10:41 AM
38°F
Blind Spot
Warning
RPMx1000
3
4
5
6
7
8
C
H
P
ECO
249
19515 miles
40
60
20
-20


10:41 AM
38°F
Parking Aids
Moving Object
Cross Traffic
P
ECO
249
19515 miles
RPMx1000
4
5
6
7
8
C
H
60
40
20
20


10:41 AM
38°F
Chassis Control
Trace Control
Engine Brake
P
ECO
249
19515 miles
RPMx1000
3
4
5
6
7
8
C
H
40
60
20
-20


First Aid




























ROGUE


ROGUE


ROGUE




B KHTZDA
0004










BJ


BJ
DO NOT DROP
DX5
284G3 6FL0
1626400662DX5
234130-233
TRW 1025206
NISSAN


NISSAN


NISSAN











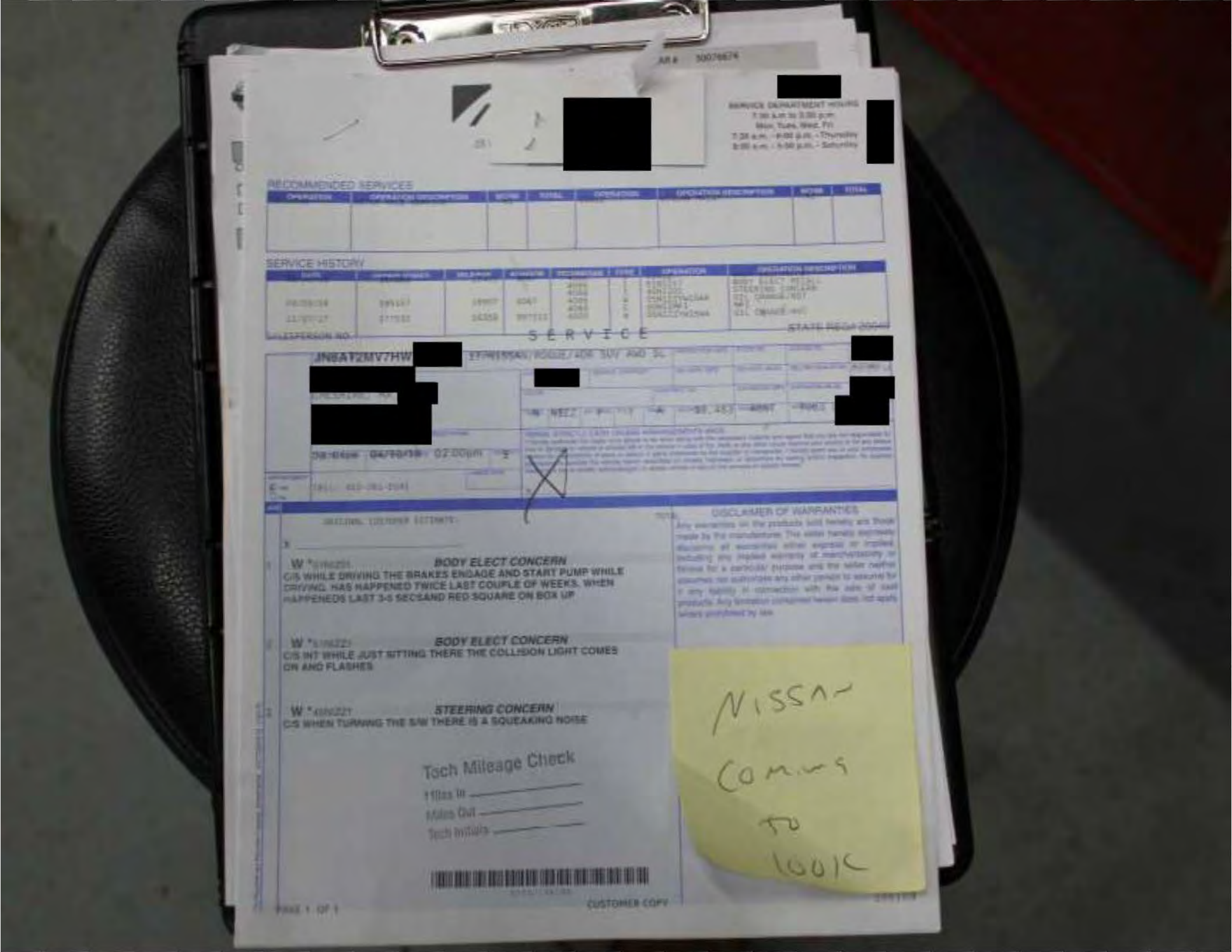












[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	HOURS	TOTAL	OPERATION	OPERATION DESCRIPTION	HOURS	TOTAL

SERVICE HISTORY

DATE	ODOMETER	RO NUMBER	ADVISOR	RECOMMENDATION	CODE	OPERATION	OPERATION DESCRIPTION
[redacted]							

SALESPERSON NO.

SERVICE

JN8AY2MV7HW [redacted]

[redacted]

DELIVER BY 04/30/19 02:00pm

[redacted]

ORIGINAL CUSTOMER COMMENTS:

1 W *[redacted] **BODY ELECT CONCERN**
C/S WHILE DRIVING THE BRAKES ENGAGE AND START PUMP WHILE DRIVING. HAS HAPPENED TWICE LAST COUPLE OF WEEKS. WHEN HAPPENEDS LAST 3-5 SECSAND RED SQUARE ON BOX UP

2 W *[redacted] **BODY ELECT CONCERN**
C/S INT WHILE JUST SITTING THERE THE COLLISION LIGHT COMES ON AND FLASHES

3 W *[redacted] **STEERING CONCERN**
C/S WHEN TURNING THE S/W THERE IS A SQUEAKING NOISE

Tech Mileage Check

Miles In _____

Miles Out _____

Tech Initials _____

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NISSAN Comms to 100K

PAGE 1 OF 1

CUSTOMER COPY


11:36 AM
BRAKE
19515
RPM x1000
1
2
3
4
5
6
7
8
20
40
60
80
100
120
140
MPH


60
80
100
120
140
40
20
5
6
7
8



Search

Samaritan Potter Help & Training

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

Vehicle
JN8AT2MV7HW[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [1] | Cases [3] | Service History [37] | Vehicle Service Contracts [2] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	JN8AT2MV7HW[redacted]		
Last Modified By	Dakota McGregor, 4/19/2018 12:51 PM	Branded Title	
Created By	NNAETL, 11/10/2016 10:59 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	18,642	MSRP	$35,830
Latest Recorded Mileage Units	M		
In Service Date	2/11/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	10/24/2016
Model Year	2017	Plant Name	KYUSHYU (NML)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	MAGNETIC BLACK	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03K03L92P01U35X03Z66		
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), 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	Brand
1	BASIC COVERAGE	2/11/2020	36,000				
2	POWERTRAIN COVERAGE	2/11/2022	60,000				
3	SEAT BELT	2/11/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	2/11/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	2/11/2025	60,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	VRS[redacted]	[redacted]	NISSAN OF KEENE	APR	ROGUE	2/11/2017	

Vehicle Ownership

Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns Help

No records to display

Warranty Cases

Warranty Cases Help

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]	3/7/2018 2:54 PM		18,642	Open	0	Dakota McGregor
| Edit | Cls	[redacted]	TECH LINE		11/9/2017 9:22 AM	11/9/2017 9:33 AM	16,359	Pending Dealer Reply	0	Matthew Mead
| Edit | Cls	[redacted]	CCC	[redacted]	2/6/2017 10:25 AM	2/11/2017 9:00 AM		Closed	0	DQR Email Only

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	9/5/2017	10,350	[redacted]	5500	[redacted]	5
		NEW MAINTENANCE PRODUCTS	SC	3/6/2018	18,907		5500		1
		NEW MAINTENANCE PRODUCTS	SC	5/26/2017	5,005		5500		1
			PD	12/29/2016	10		3064		1
		NO DEFECT FOUND	FW	11/24/2017	14,079		3064		3
		NEW MAINTENANCE PRODUCTS	SC	12/7/2017	13,959		5500		1
		DISTANCE SENSOR ASSY	FW	12/7/2017	13,959		5500		3
		SQUEAKS & RATTLES	FW	11/24/2017	14,079		3064		5
		NO DEFECT FOUND	FW	9/5/2017	10,350		5500		1
				12/16/2016	1		2420		
			C	3/4/2018	18,907		5500		
			W	3/4/2018	18,907		5500		
			W	12/7/2017	16,360		5500		
			I	12/7/2017	16,360		5500		
			W	12/7/2017	16,360		5500		
			I	11/20/2017	14,079		3064		
			W	11/20/2017	14,079		3064		
			W	11/20/2017	14,079		3064		
			I	11/20/2017	14,079		3064		
			I	9/18/2017	11,026		5500		
			I	9/18/2017	11,026		5500		
			W	9/5/2017	10,350		5500		
			I	9/5/2017	10,350		5500		
			I	9/5/2017	10,350		5500		

[redacted]		I	9/5/2017	10,350	[redacted]	5500	[redacted]	
		W	9/5/2017	10,350		5500		
		C	5/26/2017	5,006		5500		
		W	5/26/2017	5,006		5500		
		W	12/28/2016	10		3064		
		I	12/28/2016	10		3064		
	HOLE COVER ASSY	FW	3/28/2018	19,483		5500		3
		W	3/28/2018	19,515		5500		
		I	3/28/2018	19,515		5500		
		W	3/28/2018	19,515		5500		
		I	3/21/2018	19,401		5500		
		I	3/21/2018	19,401		5500		
		I	3/21/2018	19,401		5500		

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
	RCC[redacted]	Sec+Plus Gold Pref		[redacted]	[redacted]	[redacted]	100	2/11/2017	2/11/2022	100,000
	[redacted]	Basic 6/5000 MY14+		[redacted]	[redacted]	[redacted]	0	2/11/2017	2/11/2020	36,029

Vehicle History

Vehicle History Help

Date	User	Action
11/10/2016 10:59 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	3/14/2018	[redacted]	[redacted]	[redacted]	NER	3/26/2018 9:00 AM	3/28/2018 3:09 PM

^ Back To Top

Always show me fewer / more records per related list

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Pittsfield, MA

Pittsfield Municipal

1:02 PM EDT on March 28, 2018 (GMT -0400)

Weather History for KPSF - March, 2018

March

8

2018

View

Thursday, March 8, 2018

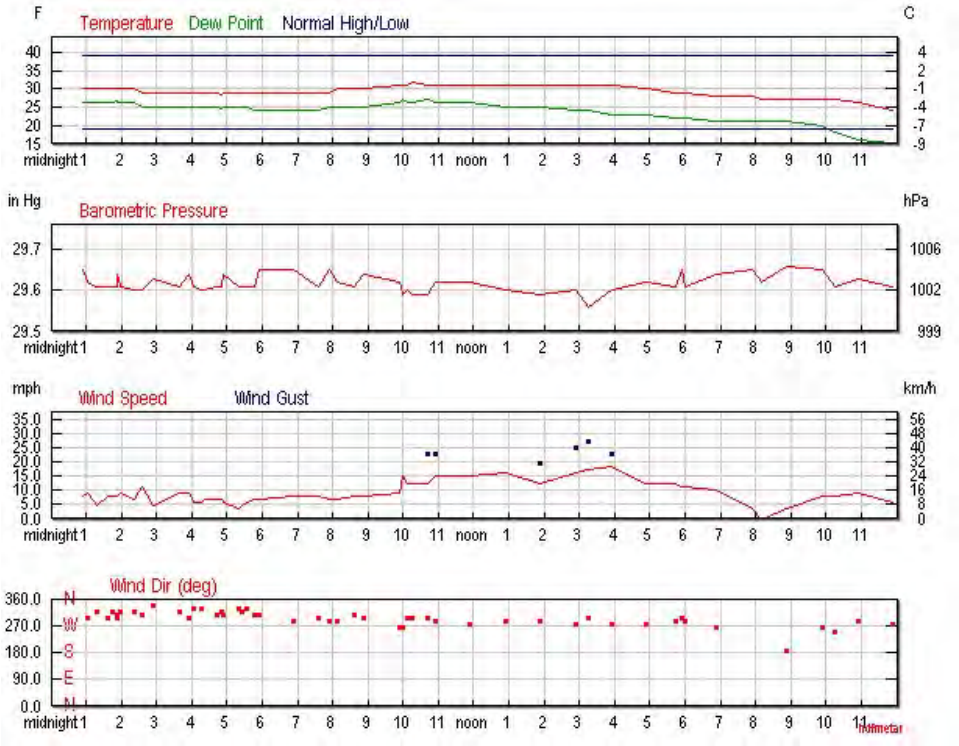
Daily | Weekly | Monthly | Custom

	Actual	Average	Record
Temperature			
Mean Temperature	**28** °F	**29** °F	
Max Temperature	**32** °F	**39** °F	**64** °F (2012)
Min Temperature	**24** °F	**19** °F	**1** °F (2007)
Degree Days			
Heating Degree Days	37	36	
Month to date heating degree days	256	295	
Since 1 July heating degree days	5098	5675	
Cooling Degree Days	0	0	
Month to date cooling degree days	0	0	
Year to date cooling degree days	0	0	
Moisture			
Dew Point	**24** °F		
Average Humidity	79		
Maximum Humidity	85		
Minimum Humidity	72		
Precipitation			
Precipitation	**0.14** in	**0.09** in	**1.71** in (2008)

	Actual	Average	Record
Month to date precipitation	1.78	0.67	
Year to date precipita ion	10.53	6.27	
Sea Level Pressure			
Sea Level Pressure	**29.62** in		
Wind			
Wind Speed	**10** mph (WNW)		
Max Wind Speed	**22** mph		
Max Gust Speed	**31** mph		
Visibility	**5** miles		
Events	Snow		

T = Trace of Precipitation, MM = Missing Value Source: NWS Daily Summary

Daily Weather History Graph



Search for Another Location

Airport or City:

KPSF

Submit

Trip Planner

Search our weather history database for the weather conditions in past years. The results will help you decide how hot, cold, wet, or windy it might be!

Date:

March

8

Submit

Astronomy

Mar. 08, 2018	Rise	Set
Actual Time	6:17 AM EST	5:51 PM EST

Mar. 08, 2018	Rise	Set
Civil Twilight	5:49 AM EST	6:19 PM EST
Nautical Twilight	5:16 AM EST	6:52 PM EST
Astronomical Twilight	4:43 AM EST	7:24 PM EST
Moon	12:01 AM EST (3/8)	10:13 AM EST (3/8)
Length of Visible Light	12h 30m	
Length of Day	11h 34m	

Waning Gibbous, 57% of the Moon is Illuminated

Mar 8	Mar 9	Mar 17	Mar 24	Mar 31
Waning Gibbous	Last Quarter	New	First Quarter	Full

Hourly Weather History & Observations

Time (EST)	Temp.	Windchill	Dew Point	Humidity	Pressure	Visibility	Wind Dir	Wind Speed	Gust Speed	Precip	Events	Conditions
12:54 AM	**30.0** °F	**22.4** °F	**26.1** °F	85%	**29.65** in	**2.0** mi	NW	**8.1** mph	-	**0.01** in	Snow	Light Snow
1:02 AM	**30.0** °F	**21.7** °F	**26.1** °F	85%	**29.62** in	**1.8** mi	WNW	**9.2** mph	-	**0.00** in	Snow	Light Snow
1:18 AM	**30.0** °F	**25.2** °F	**26.1** °F	85%	**29.61** in	**0.8** mi	NW	**4.6** mph	-	**0.01** in	Snow	Light Snow
1:37 AM	**30.0** °F	**22.4** °F	**26.1** °F	85%	**29.61** in	**1.0** mi	WNW	**8.1** mph	-	**0.03** in	Snow	Light Snow
1:45 AM	**30.0** °F	**22.4** °F	**26.1** °F	85%	**29.61** in	**1.8** mi	NW	**8.1** mph	-	**0.03** in	Snow	Light Snow
1:52 AM	**30.2** °F	**22.6** °F	**26.6** °F	86%	**29.61** in	**2.5** mi	NW	**8.1** mph	-	**0.04** in	Snow	Light Snow
1:54 AM	**30.0** °F	**22.4** °F	**26.1** °F	85%	**29.64** in	**2.5** mi	WNW	**8.1** mph	-	**0.04** in	Snow	Light Snow
1:59 AM	**30.0** °F	**21.7** °F	**26.1** °F	85%	**29.61** in	**3.0** mi	NW	**9.2** mph	-	**0.00** in	Snow	Light Snow
2:21 AM	**30.0** °F	**23.2** °F	**26.1** °F	85%	**29.60** in	**2.5** mi	NW	**6.9** mph	-	**0.00** in	Snow	Light Snow
2:35 AM	**28.9** °F	**19.2** °F	**25.0** °F	85%	**29.60** in	**3.0** mi	NW	**11.5** mph	**21.9** mph	**0.01** in	Snow	Light Snow
2:54 AM	**28.9** °F	**23.9** °F	**25.0** °F	85%	**29.63** in	**5.0** mi	NNW	**4.6** mph	-	**0.01** in	Snow	Light Snow
3:40 AM	**28.9** °F	**20.4** °F	**25.0** °F	85%	**29.61** in	**2.5** mi	NW	**9.2** mph	-	**0.00** in	Snow	Light Snow
3:54 AM	**28.9** °F	**20.4** °F	**25.0** °F	85%	**29.64** in	**1.8** mi	WNW	**9.2** mph	-	**0.01** in	Snow	Light Snow
4:04 AM	**28.9** °F	**22.8** °F	**25.0** °F	85%	**29.61** in	**0.8** mi	NNW	**5.8** mph	-	**0.02** in	Snow	Light Snow
4:16 AM	**28.9** °F	**22.8** °F	**25.0** °F	85%	**29.60** in	**0.8** mi	NNW	**5.8** mph	-	**0.03** in	Snow	Light Snow

Time (EST)	Temp.	Windchill	Dew Point	Humidity	Pressure	Visibility	Wind Dir	Wind Speed	Gust Speed	Precip	Events	Conditions
4:23 AM	**28.9** °F	**21.9** °F	**25.0** °F	85%	**29.60** in	**1.0** mi	Variable	**6.9** mph	-	**0.03** in	Snow	Light Snow
4:43 AM	**28.9** °F	**21.9** °F	**25.0** °F	85%	**29.61** in	**1.0** mi	NW	**6.9** mph	-	**0.04** in	Snow	Light Snow
4:51 AM	**28.4** °F	**21.2** °F	**24.8** °F	86%	**29.61** in	**0.8** mi	NW	**6.9** mph	-	**0.05** in	Snow	Light Snow
4:54 AM	**28.9** °F	**22.8** °F	**25.0** °F	85%	**29.64** in	**0.8** mi	NW	**5.8** mph	-	**0.05** in	Snow	Light Snow
5:20 AM	**28.9** °F	**25.2** °F	**25.0** °F	85%	**29.61** in	**1.0** mi	NNW	**3.5** mph	-	**0.01** in	Snow	Light Snow
5:26 AM	**28.9** °F	**23.9** °F	**25.0** °F	85%	**29.61** in	**2.0** mi	NW	**4.6** mph	-	**0.01** in	Snow	Light Snow
5:34 AM	**28.9** °F	**22.8** °F	**25.0** °F	85%	**29.61** in	**5.0** mi	NNW	**5.8** mph	-	**0.01** in	Snow	Light Snow
5:46 AM	**28.9** °F	**21.9** °F	**24.1** °F	82%	**29.61** in	**7.0** mi	NW	**6.9** mph	-	**0.01** in		Overcast
5:54 AM	**28.9** °F	**21.9** °F	**24.1** °F	82%	**29.65** in	**9.0** mi	NW	**6.9** mph	-	**0.01** in		Overcast
6:54 AM	**28.9** °F	**21.1** °F	**24.1** °F	82%	**29.65** in	**10.0** mi	WNW	**8.1** mph	-	**0.00** in		Overcast
7:35 AM	**28.9** °F	**21.1** °F	**24.1** °F	82%	**29.61** in	**10.0** mi	WNW	**8.1** mph	**19.6** mph	N/A		Overcast
7:54 AM	**28.9** °F	**21.9** °F	**25.0** °F	85%	**29.65** in	**4.0** mi	WNW	**6.9** mph	-	**0.00** in	Snow	Light Snow
8:07 AM	**30.0** °F	**23.2** °F	**25.0** °F	82%	**29.62** in	**2.5** mi	WNW	**6.9** mph	-	**0.01** in	Snow	Light Snow
8:36 AM	**30.0** °F	**22.4** °F	**25.0** °F	82%	**29.61** in	**4.0** mi	NW	**8.1** mph	-	**0.01** in	Snow	Light Snow
8:54 AM	**30.0** °F	**22.4** °F	**25.0** °F	82%	**29.64** in	**8.0** mi	WNW	**8.1** mph	-	**0.01** in		Overcast
9:54 AM	**30.9** °F	**22.8** °F	**26.1** °F	82%	**29.62** in	**1.8** mi	West	**9.2** mph	**20.7** mph	**0.00** in	Snow	Light Snow
9:59 AM	**30.9** °F	**20.2** °F	**27.0** °F	85%	**29.59** in	**0.8** mi	West	**15.0** mph	-	**0.00** in	Snow	Light Snow
10:08 AM	**30.9** °F	**21.2** °F	**26.1** °F	82%	**29.60** in	**2.5** mi	WNW	**12.7** mph	-	**0.00** in	Snow	Light Snow
10:15 AM	**32.0** °F	**22.5** °F	**26.1** °F	79%	**29.59** in	**4.0** mi	WNW	**12.7** mph	**19.6** mph	**0.00** in		Haze
10:41 AM	**30.9** °F	**21.2** °F	**27.0** °F	85%	**29.59** in	**4.0** mi	WNW	**12.7** mph	**23.0** mph	**0.00** in		Overcast
10:54 AM	**30.9** °F	**20.2** °F	**26.1** °F	82%	**29.62** in	**3.0** mi	WNW	**15.0** mph	**23.0** mph	**0.00** in		Haze
11:54 AM	**30.9** °F	**20.2** °F	**26.1** °F	82%	**29.62** in	**10.0** mi	West	**15.0** mph	-	N/A		Overcast
12:54 PM	**30.9** °F	**19.8** °F	**25.0** °F	79%	**29.60** in	**10.0** mi	WNW	**16.1** mph	**23.0** mph	N/A		Overcast
1:54 PM	**30.9** °F	**21.2** °F	**25.0** °F	79%	**29.59** in	**10.0** mi	WNW	**12.7** mph	**19.6** mph	N/A		Overcast

Time (EST)	Temp.	Windchill	Dew Point	Humidity	Pressure	Visibility	Wind Dir	Wind Speed	Gust Speed	Precip	Events	Conditions
2:54 PM	**30.9** °F	**19.8** °F	**24.1** °F	76%	**29.60** in	**10.0** mi	West	**16.1** mph	**25.3** mph	N/A		Overcast
3:16 PM	**30.9** °F	**19.4** °F	**24.1** °F	76%	**29.56** in	**10.0** mi	WNW	**17.3** mph	**27.6** mph	N/A		Overcast
3:54 PM	**30.9** °F	**19.1** °F	**23.0** °F	72%	**29.60** in	**10.0** mi	West	**18.4** mph	**23.0** mph	N/A		Overcast
4:54 PM	**30.0** °F	**20.0** °F	**23.0** °F	75%	**29.62** in	**4.0** mi	West	**12.7** mph	-	**0.00** in	Snow	Light Snow
5:45 PM	**28.9** °F	**18.6** °F	**21.9** °F	75%	**29.61** in	**2.5** mi	WNW	**12.7** mph	-	**0.00** in	Snow	Light Snow
5:54 PM	**28.9** °F	**19.2** °F	**21.9** °F	75%	**29.65** in	**2.5** mi	WNW	**11.5** mph	-	**0.00** in	Snow	Light Snow
6:01 PM	**28.9** °F	**19.2** °F	**21.9** °F	75%	**29.61** in	**4.0** mi	WNW	**11.5** mph	-	**0.00** in	Snow	Light Snow
6:54 PM	**28.0** °F	**18.6** °F	**21.0** °F	75%	**29.64** in	**6.0** mi	West	**10.4** mph	**20.7** mph	**0.00** in	Snow	Light Snow
7:54 PM	**28.0** °F	**24.2** °F	**21.0** °F	75%	**29.65** in	**6.0** mi	Variable	**3.5** mph	-	**0.00** in	Snow	Light Snow
8:09 PM	**27.0** °F	-	**21.0** °F	78%	**29.62** in	**7.0** mi	Calm	Calm	-	**0.00** in	Snow	Light Snow
8:54 PM	**27.0** °F	**23.0** °F	**21.0** °F	78%	**29.66** in	**7.0** mi	Sou h	**3.5** mph	-	**0.00** in	Snow	Light Snow
9:54 PM	**27.0** °F	**18.7** °F	**19.9** °F	75%	**29.65** in	**5.0** mi	West	**8.1** mph	-	**0.00** in	Snow	Light Snow
10:16 PM	**27.0** °F	**18.7** °F	**18.0** °F	69%	**29.61** in	**10.0** mi	WSW	**8.1** mph	-	**0.00** in		Overcast
10:54 PM	**26.1** °F	**16.8** °F	**16.0** °F	66%	**29.63** in	**10.0** mi	WNW	**9.2** mph	-	**0.00** in		Overcast
11:54 PM	**24.1** °F	**17.0** °F	**15.1** °F	69%	**29.61** in	**10.0** mi	West	**5.8** mph	-	N/A		Overcast

2017 NISSAN ROGUE
SL AWD

Scan QR code for general model information & options

Standard Equipment Included at No Extra Charge

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

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

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

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

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

Manufacturer's Suggested Retail Base Price:	$31,310.00
Options Included by Manufacturer	
SL Premium Package*** Power Panoramic Moonroof LED Headlights Forward Emergency Braking (FEB)	2,020.00
Platinum Package*** 19" Alloy Wheels Intelligent Cruise Control (ICC) Lane Departure Warning (LDW) Lane Departure Prevention (LDP) Forward Emergency Braking (FEB) with Pedestrian Detection (replaces Premium Package FEB)	770.00
Platinum Reserve Interior*** Tan Leather-Appointed Seats with Quilted Leather Inserts	250.00
Splash Guards	160.00
Chrome Rear Bumper Protector	155.00
Floor Mats with Cargo Area Protector	225.00
DESTINATION CHARGES	940.00
Total*	**$35,830.00**

*****Optional Equipment Replaces Standard Where Applicable

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

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

EPA DOT Fuel Economy and Environment

Gasoline Vehicle

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

Small SUVs range from 18 to 33 MPG
The best vehicle rates 119 MPGe

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

Annual fuel cost $1,350

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

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

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

fueleconomy.gov
Calculate personalized estimates and compare vehicles

Smartphone QR Code*

GOVERNMENT 5-STAR SAFETY RATINGS

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

Frontal Crash	Driver	★★★★
	Passenger	★★★

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

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

Based on the risk of injury in a side impact.

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

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

This Vehicle qualifies for Nissan's

Security+Plus Extended Protection Plan

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

DELIVERY

VEHICLE COLORS:
EXT: MAGNETIC BLACK
INT: PLATINUM RESERV

FINAL ASSEMBLY POINT:
ELIZABETH

TRANSPORT METHOD:
TRUCK

DEALER:
NISSAN OF KEENE, INC
544 MONADNOCK HWY
SWANZEY NH
03446

VIN: JN8AT2MV7HW[redacted]
EMS: 50 STATE EMISSIONS
MDL: 22617-250796 G41-Z
OPT: E-P01K03X03B92B93C03 L92L35Z66

[redacted]

Unofficial Order

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	KNMAT2MV0JP[redacted]
User	KEVIN MACKAY
Case Number	[redacted]
EDR Data Imaging Date	04/11/2018
Crash Date	03/12/2018
Filename	KNMAT2MV0JP[redacted]ACM.CDRX
Saved on	Wednesday, April 11 2018 at 12:30:49
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
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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
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
```

Disclaimer of Liability

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

SERVICE ADVISOR [redacted]

R.O. #

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
7:30 a.m. to 2:00 p.m. Saturday

R/O Open Date	R/O Number
4/11/18	[redacted]
Time Received	Time Promised
7:32	4/11 17:00
Current Mileage	Mileage Out
4512	
Estimate of Repairs	Service Advisor / Key Tag #
257.95	JASON/

[redacted]
OYSTER BAY, NY [redacted]

Work Phone	Vehicle Identification Number
	JN8AT2MV6HW[redacted]
Home Phone	Delivery Date / In-service Date
[redacted]	10/02/17 10/02/17

Year	Make	Model	Body	Color	License Number
2017	NISSAN	ROGUE	AWD SV		
72013					

Job Number	Description of Work	Code
1.	MULTI-PT INSPECT C/S PERFORM EXPRESS MULTI-POINT INSPECTION	[redacted] Customer Pay Customer Pay
2.	DEALER MAINT OIL CHANGE CUSTOMER STATES PERFORM DEALER MAINT OIL CHANGE	[redacted] DEALER MA DEALER MA
3.	BRAKE SYSTEM DIAG CUST STATES AUTO BRAKING ENGAGES ON ITS OWN, NISSAN CA/DTM TO LOOK AT CAR	[redacted] Customer Pay
4.	LOANER CAR CUSTOMER IS RESPONSIBLE FOR DAMAGE, FUEL, SUMMONS, $50/DAY IF NOT RETURNED ON SAME DAY, PLUS TERMS O	[redacted] Customer Pay
5.		

LABOR RATE $125.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

These repairs are covered by a limited warranty, labor and parts for 90 days or 4000 miles, whichever comes first. Warranty repairs to be performed at seller's place of business.
THE FOLLOWING ARE NOT COVERED BY WARRANTY - Front end alignment, coolant and coolant leaks, air conditioning seal leaks, patches, electrical wiring and shorts (when not related to original repair), fuel system, when due to contamination. Tires and batteries warranted at manufacturer's option. This warranty does not cover conditions resulting from misuse, negligence, accident or alteration.

SAVE REPLACED PARTS ☐ YES ☐ NO DETAILS ☐

DAILY STORAGE CHARGE $45.00

ORIGINAL ESTIMATE (PARTS & LABOR) $

ADD'L REPAIRS OKD BY

DATE TIME

DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT ☐ YES ☐ NO DETAILS ☐

TYPE

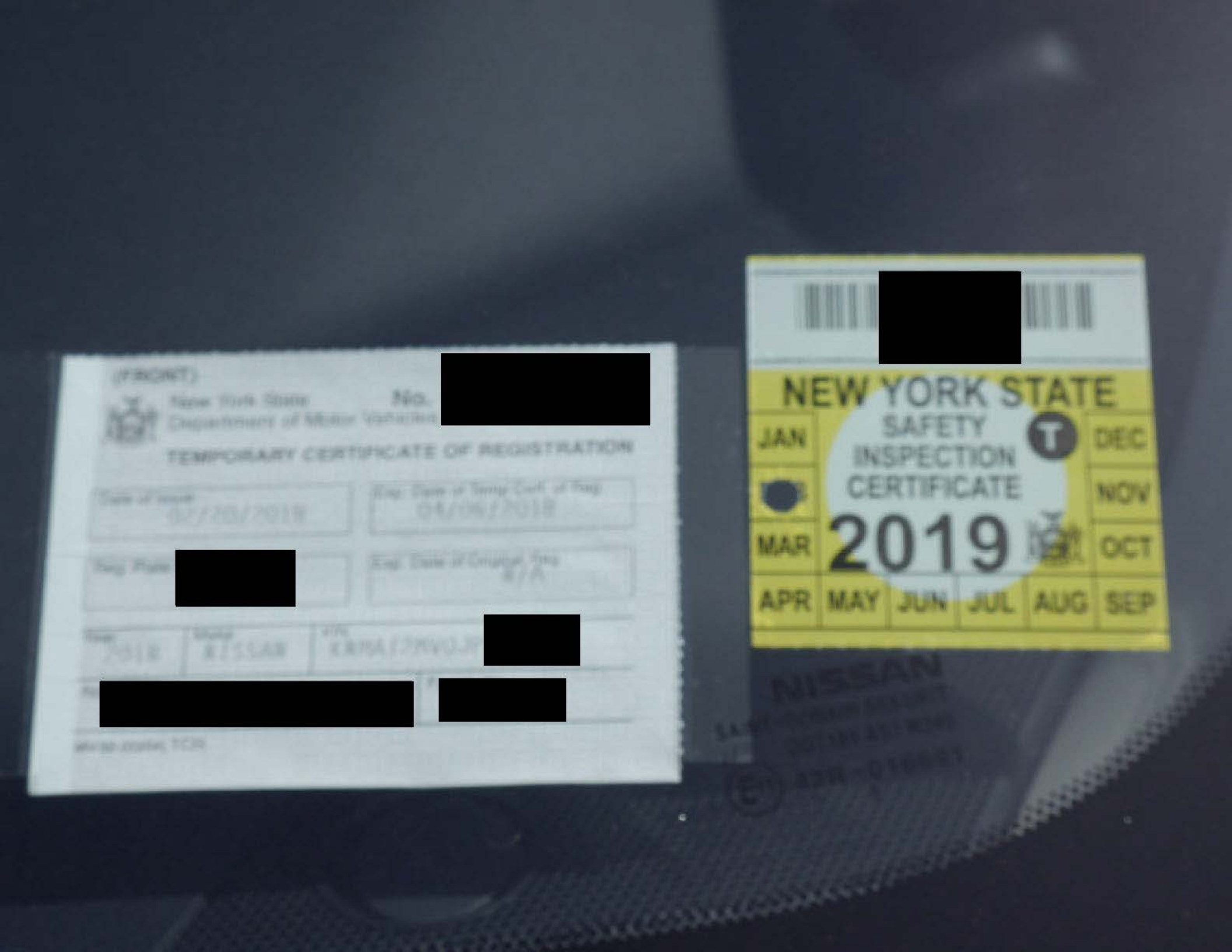
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	GAS		TRANS. FLUID

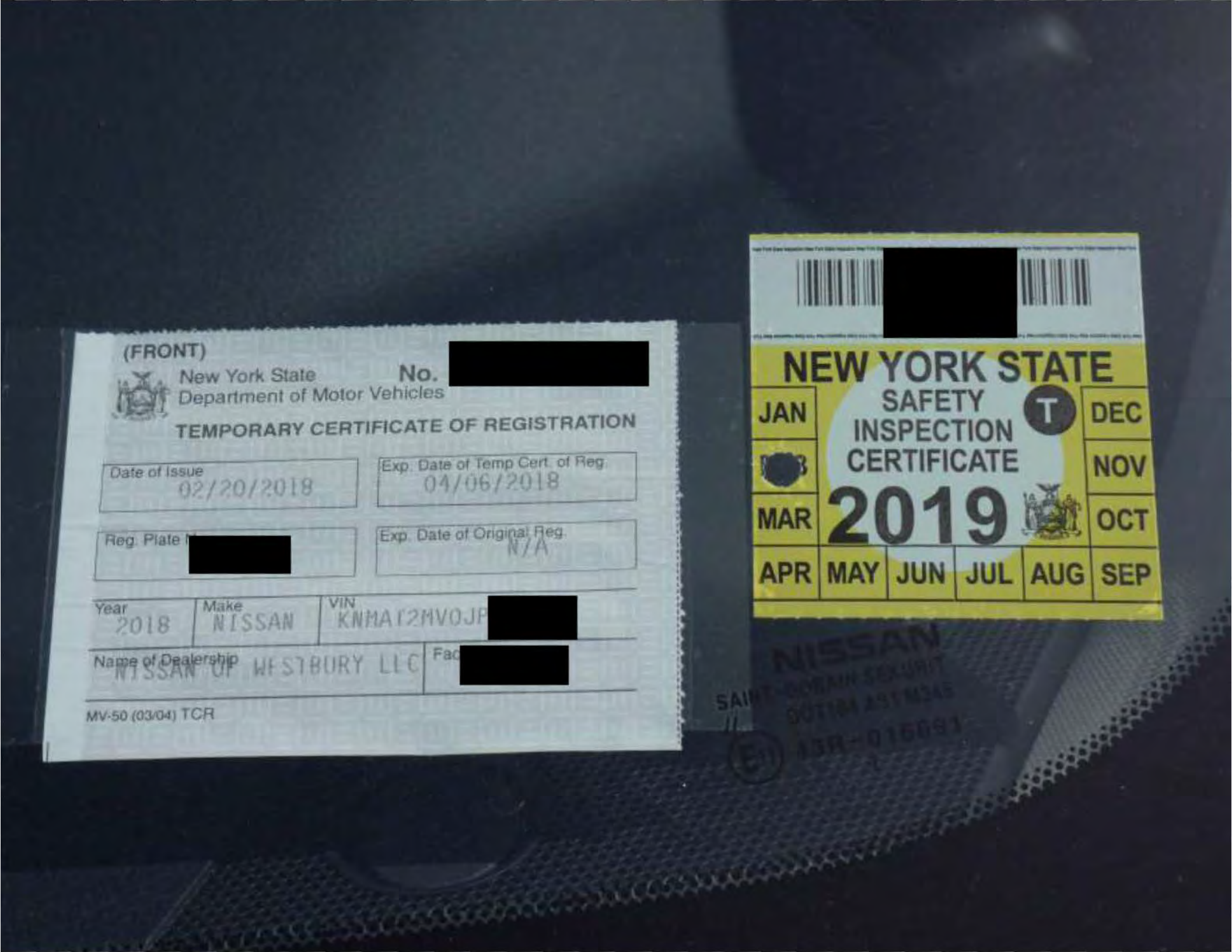
[redacted]

X [redacted]


NISSAN


KNMAT2MV0JP


(FRONT)
New York State
Department of Motor Vehicles
No.
TEMPORARY CERTIFICATE OF REGISTRATION
Date of Issue
02/20/2019
Exp. Date of Temp Cert. of Reg
04/06/2019
Reg. Plate
Exp. Date of Original Reg
N/A
Year
2018
Make
NISSAN
VIN
NEW YORK STATE
JAN
FEB
MAR
APR
MAY
JUN
JUL
AUG
SEP
OCT
NOV
DEC
SAFETY
INSPECTION
CERTIFICATE
2019
NISSAN


(FRONT)
New York State Department of Motor Vehicles
No. [redacted]
TEMPORARY CERTIFICATE OF REGISTRATION
Date of Issue
02/20/2018
Exp. Date of Temp Cert. of Reg.
04/06/2018
Reg. Plate No. [redacted]
Exp. Date of Original Reg.
N/A
Year
2018
Make
NISSAN
VIN
KNMAT2MV0JP [redacted]
Name of Dealership
NISSAN OF WESTBURY LLC
Fac [redacted]
MV-50 (03/04) TCR
[redacted]
NEW YORK STATE
SAFETY INSPECTION CERTIFICATE
T
JAN
[redacted]
MAR
APR
MAY
JUN
JUL
AUG
SEP
OCT
NOV
DEC
2019
NISSAN


12:07 PM
44 °F
Safety Shield
P
20.1
708 miles
5
6
7
8
40
20
-20


12:53 PM
46°F
Safety Shield
Settings
P
176
726 miles
RPMx1000
MPH
km/h
C
H
1/2


12:53 PM
46°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
176
726 miles
RPMx1000
MPH
C
H
0
1/2
1


12:54 PM
46°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
176
726 miles
RPMx1000
MPH
km/h
C
H
0
1/2
1


12:54 PM
46°F
Driving Aids
Emergency Brake
Blind Spot
P
176
726 miles
RPMx1000
MPH
km/h
C
H
0
1/2
1


12:54 PM
46°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
176
726 miles
RPMx1000
4
5
6
7
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C
H
MPH
60
80
40
100
140
100
120
140
220
km/h
0
1/2
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12:54 PM
46°F
Parking Aids
Cross Traffic
P
176
726 miles
RPMx1000
4
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6
7
8
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MPH
40
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80
100
120
140
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1/2
1


12:54 PM
46°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
176
726 miles
RPMx1000
4
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8
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MPH
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80
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140
100
60
100
120
20
20
220
km/h
140
0
1/2
1


12:54 PM
46°F
Chassis Control
Trace Control
Engine Brake
P
176
726 miles
RPMx1000
4
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6
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8
C
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MPH
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80
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100
140
60
180
20
120
20
220
km/h
140
0
1/2
1


NISSAN

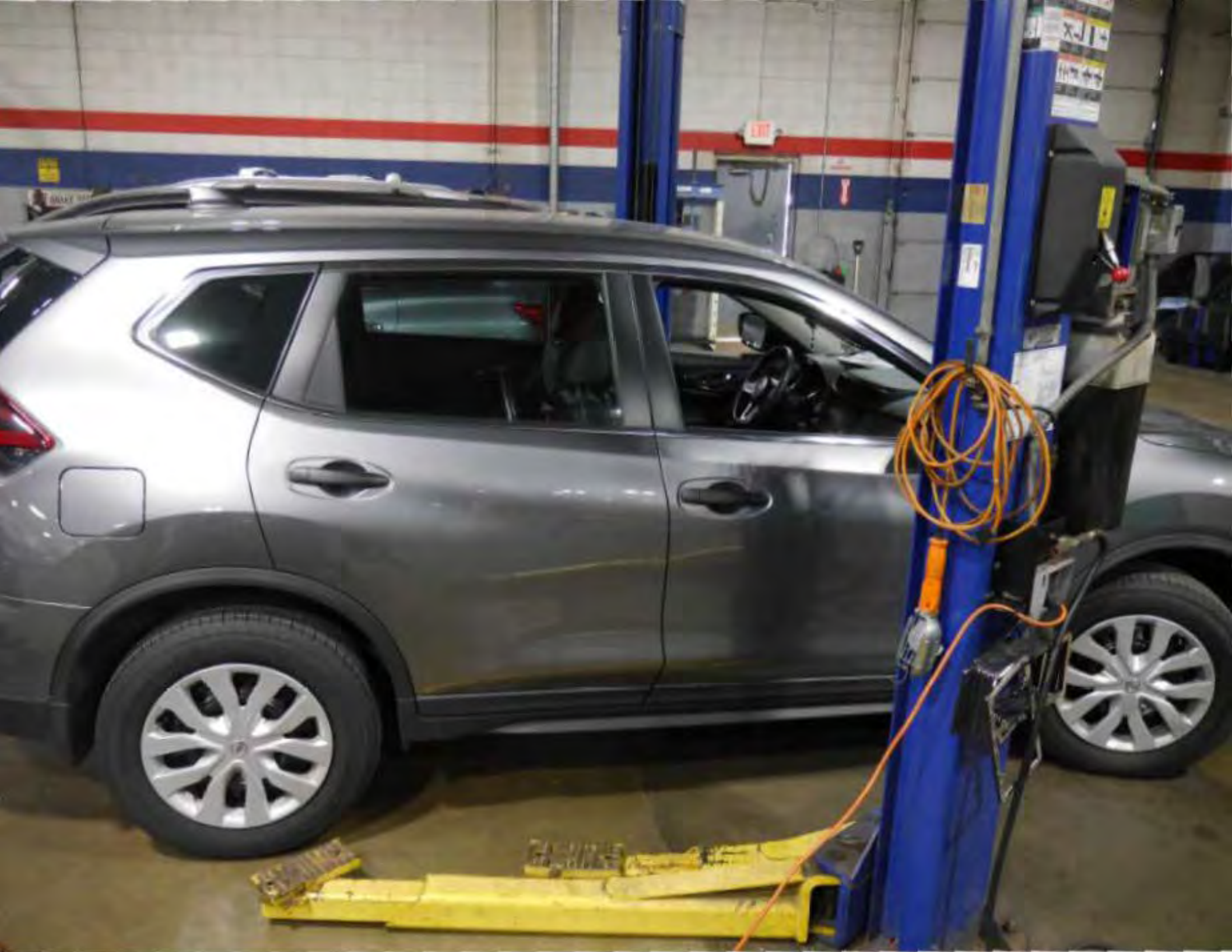







NISSAN
ROGUE
AWD




































NISSAN


NISSAN


NISSAN








NISSAN


NISS








ROGUE




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QR25


NISSAN


RENAULT NISSAN


RENAULT NISSAN


NISSAN
RENAULT NISSAN



























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 [4] | Activity History [4] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [4] | Case History [31] | 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	3/8/2018 3:39 PM
Letter Received Date		Date/Time Closed	
Follow Up Date	5/7/2018	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?	Dealer	Vehicle Maintained Location	Nissan of Westbury
# Vehicles Owned	1	Previous Repair Date	2/27/2018
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	68		

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	KNMAT2MV0JR[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22018	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	NISSAN OF WESTBURY	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	3/13/2018	Vehicle Service Contract	
RHR Completed	3/13/2018	VSC Reprint Request	Email
		Contact Name	[redacted]

Primary & Secondary Root Cause Code

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

Action Code

Who took action?	
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: KNMAT2MV0JP[redacted]		
Created By	Amanda Yett, 3/8/2018 3:39 PM	Root Cause Code	SCSV
Last Modified By	Alex Kang, 4/23/2018 8:25 AM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By: Alex Kang (4/23/2018 8:24 AM)** ARBS notating DTS uploaded inspection to FTP on 4/22/18. ARBS moving case out for PL resolution.
Make Public		**Created By: Alex Kang (4/19/2018 9:03 AM)** ARBS moving case to 4/23 as DTS- Kevin Mackay is OOO until 4/23
Make Public		**Created By: Alex Kang (4/16/2018 9:14 AM)** ARBS emailed DTS-Kevin Mackay regarding if inspection report will be uploaded to FTP or not.
Make Public		**Created By: Alex Kang (4/13/2018 9:19 AM)** ARBS made outbound call to C at [redacted] ARBS stated ARBS received the VXM C has left., ARBS stated the inspection just took place. ARBS stated there is no updates regarding the inspection as the engineering department has not gotten back to ARBS. ARBS stated as of right now there are no new updates. ARBS stated once ARBS receives information, ARBS will give C a call back. C stated this is ridiculous. C stated the inspection took place on Monday. ARBS stated again Nissan has sent out an inspector regarding C's allegations. ARBS stated there is no way to expedite this process as everything has a standard procedure and policy. C stated C is being held hostage. ARBS asked if C is in a rental vehicle. C stated yes. ARBS stated Nissan had provided C a rental vehicle free of charge while this investigation is taken place. ARBS stated ARBS is not sure how C is feeling C is being held hostage. C stated C is paying for a vehicle that C doesn't have. ARBS stated C did sign a legal binding contract. ARBS stated C would have to pay for the car note. C stated ARBS is not understanding what C is saying. C stated what if Nissan says well time is up and there is nothing wrong with the vehicle. ARBS stated Nissan wouldn't have any reason to do that. ARBS stated again Nissan is looking into C's concern. C stated C wants this case to go to someone else. ARBS stated unfortunately, that can't happen. C state C wants to speak to a supervisor. ARBS stated ARBS is C's highest point of contact. C stated what ARBS doesn't have a supervisor. ARBS stated ARBS has a supervisor. C stated C wants to speak to that supervisor. ARBS stated again ARBS is C's highest point of contact and there is no escalation process.

C stated C willl go to social media but isn't fair to the DLRSHP because the DLRSHP has been nice to C.

ARBS stated C can do what ever C would like to do as it is C's discretion, but ARBS will be notified if C does say anything on social media.
ARBS stated It still won't expedite this process.
ARBS stated There is no way to expedite this.

C thanked ARBS.

C ended call.

Make Public

Created By: Matthew Yu (4/13/2018 9:10 AM)
CRR-MY VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-MY VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History
CRR-MY CHECKED for open recalls/campaigns and found: 0
CRR-MY CHECKED for previous UNRELATED Case(s) and found: 0
CRR-MY CHECKED previous RELATED Case(s) and found: 0
CRR-MY NOTED concern is: ARBS follow up

C advised CRR-MY that C has been trying to call ARBS at least 5 times but is getting increasingly frustrated that ARBS-AK has not been calling C back

CRR-MY advised C that ARBS-AK is the only one that is handling C's case

C states that C is getting upset

CRR-MY called ARBS-AK but only reached VMX
CRR-MY relayed this to C

C was upset but insisted that CRR-MY transfer C to ARBS-AK VMX

Make Public

Created By: Keenan Magnuson (4/12/2018 9:46 AM)
SCRR-KM VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number
SCRR-KM VERIFIED VEH Information including: VIN #, Current Mileage
SCRR-KM CHECKED for open recalls/campaigns and found: 0
SCRR-KM CHECKED for previous UNRELATED Case(s) and found: 0
SCRR-KM CHECKED previous RELATED Case(s) and found: 0
SCRR-KM NOTED concern is: contact regarding case

SCRR-KM received inbound call from C

C stated C was seeking contact regarding case
C stated that VEH was inspected at DLR as of 4/9/18, however has had no further contact regarding the matter, and DLR seems to be unaware of what the next steps to be taken are
C unhappy with situation and delay, particularly with the lack of contact from ARBS- AK
C seeking information regarding the status of their case

SCRR-KM apologized for situation, informed C that would be unable to provide further information on the status of inspection
SCRR-KM informed C that case owner would be contacted, altered that C is seeking contact as soon as possible

C inquired if they could work with somebody other than ARBS – AK, as followup has been so slow

SCRR-KM informed C that would not be able to make any promises in this regard, but informed C that their request would be documented
SCRR-KM asked C if there was anything else SCRR-KM could assist with.

C declined.

Call ended mutually.

Make Public

Created By: Alex Kang (3/26/2018 11:18 AM)
ARBS made outbound call at[redacted]

ARBS left VXM for stating C can stay in the rental until C gets back and resolution has been provided.

Make Public

Created By: Alex Kang (3/26/2018 11:16 AM)
ARBS made outbound call to NISSAN OF WESTBURY.

ARBS spoke with SM-Alex.

ARBS inform DTS inspection on April 9th.

Call ended mutually.

Make Public

Created By: Alex Kang (3/26/2018 11:12 AM)
ARBS received inbound call from C.

ARBS stated Nissan inspector will be able to come out to the DLRSHP on the 9th of April to inspect the vehicle.

C stated that is fine.
C stated C will be out of the country on April 2nd- 12th.
C stated if the inspector says it's fine and ready to go, would C be charged those two days.

ARBS stated ARBS will verify and give C a call back.

C thanked ARBS.

Call ended mutually.

Make Public

Created By: Alex Kang (3/26/2018 10:47 AM)
ARBS made outbound call at[redacted]
ARBS left VXM providing case number, best contact information and requesting call back.

Make Public

Created By: Alex Kang (3/26/2018 10:46 AM)
ARBS received VXM from C requesting call back.

Make Public

Created By: Christine Shackleton (3/22/2018 12:19 PM)
****** [CASE SUMMARY] ******

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

Created By: Christine Shackleton (3/22/2018 12:18 PM)
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: 1
CRR-CS CHECKED previous RELATED Case(s) and found: 1
CRR-CS NOTED concern is: ARBS follow up

CRR-CS received inbound call from C

C stated Alex called yesterday and C tried to call back 10 times

CRR-CS stated CRR-CS will email ARBS that C has been trying to call

	CRR-CS asked if there is a particular time that works well for C C stated any time is fine CRR-CS stated the follow up date has now been set for 03/26/2018 C understood
Make Public	CRR-CS asked if there is anything else CRR-CS can help with. C declined CRR-CS provided C with case number [redacted] C did not want agent ID Call ended mutually.
Make Public	**Created By: Alex Kang (3/21/2018 9:32 AM)** ARBS made outbound call at [redacted] ARBS left VXM providing case number, best contact information and requesting call back.
Make Public	**Created By: Taylor Blanchard (3/19/2018 3:58 PM)** SECRR-TB received incoming call from C. SECRR-TB verified account info including: C's name, home & email address, phone# & best contact# [redacted] SECRR-TB verified VEH Info including: VIN#, make, model, and year. SECRR-TB checked for open recalls/campaigns and found: 0 SECRR-TB checked for previous unrelated Case(s) and found: 1 SECRR-TB checked previous related Case(s) and found: 0 C stated that C is wishing to follow up with C's case and the process. SECRR-TB understood. SECRR-TB explained that C was followed up with last on the 16th and verified this with C. C stated that since that contact C has not received additional information. C stated that this is a brand new VEH and should not be having so many concerns. SECRR-TB understood and apologized for the inconvenience. SECRR-TB explained that C's next follow up is scheduled for Wednesday. C inquired if there was a direct number for ARBS. SECRR-TB stated if C was not provided a number SECRR-TB does not have one to provide and apologized for the inconvenience. C understood. C inquired if C missed ARBS's follow up how C will get in contact with agent. SECRR-TB stated that if C misses a follow up for Wednesday to contact NNA CA and NNA CA agents can email ARBS agent accordingly. C inquired if SECRR-TB could email ARBS-AK for a follow up today. SECRR-TB apologized for inconvenience however, explained that ARBS-AK has set a follow up date for C. C understood. C stated C will be patient then. SECRR-TB noting C did not wish for agent ID# and has case#. Call ended mutually
Make Public	**Created By: Alex Kang (3/16/2018 1:53 PM)** ARBS made outbound call to C at [redacted] ARBS asked if C has 15-20 minutes to speak about the case. ARBS proceeded with probing questions. ARBS asked for detail description on the incident. C stated C was driving down Franklin Avenue. C stated C feels like there is a box and C is dragging something underneath the vehicle. C stated there is a loud noise and feels like c is driving over the reflectors on the ground. C stated C feels like it wants to brake but it keeps going. C stated it sounds like C is dragging something. C stated DLRSHP hasn't able to duplicate the concern. C stated Flat road. C stated it was at night time so no sun. C stated it was raining that evening when it happened. ARBS stated ABRS will be sending out an inspector to come out to look at the vehicle. ARBS stated it will take about 2-4 weeks for the inspector to inspect the vehicle. C stated this is ridiculous. C stated 2-4 weeks? C stated C is driving a crappy rental. C stated C is paying for a brand new vehicle and can't even drive it. ARBS stated if C is not wanting Nissan to investigate then ARBS will send the case back to RCAS-AY. C stated No C wants Nissan to investigate. ARBS stated ok, ARBS will get everything processed and will give C a call back once the inspection date has been offered. C stated C is going to put everything on social media. ARBS stated that is C's discretion if C wants to do so. C stated maybe someone will give C a better rental vehicle. ARBS stated ok. C ended call.
Make Public	**Created By: Rick Boccaccio (3/16/2018 1:27 PM)** ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with follow up with case CRR-RB is keeping case in hands with ARBS-AK
	Created By: Rick Boccaccio (3/16/2018 1:26 PM) CRR-RB <VERIFIED> Account Info including: C's name, home & email address, phone# & best contact# CRR-RB NOTED concern is: follow up with case

Make Public	☐	C stated that C was calling in for an update on case CRR-RB stated to C that CRR-RB will be sending an email for the specialist for follow up with C C stated that C has a new VEH and that it is at the shop and been in a rental and wanted to know what is going on with C's VEH CRR-RB stated to C that the follow up is scheduled for end of business day today 3/16/2018 C understood CRR-RB stated is there anything else that C needs assistance with C declined Call ended mutually
Make Public	☐	**Created By: Markita Scott (3/14/2018 4:08 PM)** ARBS-MS notes based on a good faith review, NNA is not in a position to offer a repurchase/replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair the use, safety, or value of the vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.
Make Public	☐	**Created By: Markita Scott (3/14/2018 4:08 PM)** ARBS-MS notes that vehicle has no warrantable repairs in history to review. ********** In Service Date: 02/20/2018 State: NY NMAC Lease: Nissan of Westbury Open campaigns: None Related CA cases found: None Unrelated CA cases found: None Tech line case found: [redacted] DTS involved: None VSC found: Sec+Plus Gold Preferred Expiration 05/20/2021 or 39,000 miles Total Days Down: 2
Make Public	☐	**Created By: Markita Scott (3/14/2018 4:08 PM)** ARBS-MS notes the following: 03/08/2018 @ 496 miles -- RO[redacted] -- 1 day down Concern: 1. When driving, vehicle feels like it is braking on it's own accompanied by loud noise Action: 1. Unable to duplicate/Concern under NNA Engineering review ARBS-MS notes that vehicle recently returned to Dealership as of 03/13/2018 for same concern.
Make Public	☐	**Created By: Alex Kang (3/14/2018 11:17 AM)** **********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********
Make Public	☐	**Created By: Samantha Dixon (3/13/2018 1:18 PM)** DLR contacted NNA about an FEB concern.
Make Private	☑	**Created By: Amanda Yett (3/13/2018 12:08 PM)** RCAS-AY received VMX from C. C stated that C had veh towed to DLR and DLR gave C a loaner veh.
Make Public	☐	**Created By: Nicki Barror (3/13/2018 8:58 AM)** DRTS received the RHR. The RHR was assigned to ARBS Courtney Smith for review.
Make Private	☑	**Created By: Amanda Yett (3/13/2018 8:45 AM)** RCAS-AY received inbound call from C. RCAS-AY ADVISED "This call may be recorded for quality and training purposes." C asked if DLR can come and pick up C. RCAS-AY advised RCAS-AY can ask but cannot guarantee. C stated that C will reach out to DLR. C asked what will happen next. RCAS-AY advised someone will be in touch with C shortly. RCAS-AY advised it is possible that someone from Nissan will come to inspect C's veh. C understood. C thanked RCAS-AY. RCAS-AY thanked C for C's time. Call ended mutually.
Make Private	☑	**Created By: Amanda Yett (3/13/2018 8:37 AM)** RCAS-AY sent email to FOM-Victor Rosario inquiring about loaner veh assistance.
Make Private	☑	**Created By: Amanda Yett (3/13/2018 8:35 AM)** RCAS-AY placed outbound call to DLR. RCAS-AY spoke with SA-Mike. SA-Mike advised codes came up, called techline and was told it was under engineering review. SA-Mike advised now C has a concern with flat tire but the two are unrelated. RCAS-AY understood and asked to speak with SM-Alex Roberti. RCAS-AY requested that SM-AR offer C a loaner veh. SM-AR advised only Altimas are available. RCAS-AY advised will reach out to FOM-Victor Rosario to make FOM-VR aware. SM-AR understood.
		Created By: Amanda Yett (3/13/2018 8:29 AM) RCAS-AY received inbound call from C. C stated that C has a flat tire. C stated that C feels very unsafe. RCAS-AY VERIFIED C's name, home & email address, concern, and phone. RCAS-AY ADVISED "This call may be recorded for quality and training purposes." RCAS-AY CHECKED for open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 RCAS-AY advised POC. RCAS-AY verified C's concerns—FEB concerns

	C stated that it sounds like C is dragging a box under the veh. C stated that veh starts braking by itself. C stated that it sounds like C is going over a speed bump. C stated that it is very loud. C stated that there is a huge snow storm. C stated that C feels very unsafe. RCAS-AY apologized for experience. RCAS-AY started IIR. C stated that this has happened 5x now. C stated that it is getting worse. C stated that before veh did not feel jumpy, and it C stated that C called SM. C stated that SM told C that C would have to call Nissan to authorize loaner veh. RCAS-AY advised will reach out to DLR regarding loaner veh. C asked what C can do. C stated that RSA came this morning for C's flat tire. C stated that C called DLR and Mike told C to Why do you want to return the veh to NNA? Braking concern
Make Private	Where is the veh currently? With C Where was the veh purchased? Nissan of Westbury Was it purchased new or used? New lease If used, when was the veh purchased? No Where is the veh serviced? Nissan of Westbury Has the veh been taken to multiple Nissan/Infinity dealers? No C declined further assistance. RCAS-AY advised case will be reviewed and C will receive a callback within 3 business days. RCAS-AY advised someone from DLR will be calling C. C stated that C has doctor's appointment this morning at 11 AM ET. RCAS-AY thanked C for C's time. Call ended mutually.
Make Private	**Created By: Amanda Yett (3/13/2018 8:12 AM)** RCAS-AY placed outbound call to Customer at [redacted] on 3/13/18 8:11 AM. RCAS-AY left VMX with case number and direct line. RCAS-AY requested callback.
Make Private	**Created By: Amanda Yett (3/13/2018 7:08 AM)** RCAS-AY received VMX from C on 3/13/18 @ 6:46 AM. C stated that C does not feel safe in C's veh. C stated that DLR told C to call 1-800-Nissan1. C stated that DLR told C that concern is under review. C stated that C cannot drive C's veh like this.
Make Private	**Created By: Amanda Yett (3/12/2018 3:26 PM)** RCAS-AY placed outbound call to Customer a [redacted] on 3/12 @ 3:25 PM. RCAS-AY left VMX with case number and direct line. RCAS-AY requested callback.
Make Private	**Created By: Amanda Yett (3/12/2018 3:25 PM)** RCAS-AY received VMX from C requesting callback @ [redacted]
Make Private	**Created By: Amanda Yett (3/12/2018 10:04 AM)** RCAS-AY placed outbound call to Customer at [redacted] on 3/12/18 10:02 AM. RCAS-AY left VMX with case number and direct line. RCAS-AY requested callback.
Make Private	**Created By: Amanda Yett (3/12/2018 10:01 AM)** *** [Added after the case is closed.] *** RCAS-AY received VMX from C. C stated C received RCAS-AY's email. C requested callback @ [redacted]
Make Private	**Created By: Amanda Yett (3/9/2018 9:32 AM)** RCAS-AY unable to datanet.
Make Private	**Created By: Amanda Yett (3/9/2018 9:30 AM)** RCAS-AY is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** RCAS-AY created infield case per SM-Alex Roberti. SM-AR advised C is having concerns with FEB system, veh stopping on its own. RCAS-AY reached out to C but was unable to verify C's information. RCAS-AY sent email to C with case number and direct line if C would like to discuss case at a later time. ***STATEMENT OF DECISION*** RCAS-AY is closing case pending further customer contact.
Make Private	**Created By: Amanda Yett (3/9/2018 9:29 AM)** RCAS-AY sent case number and direct phone number email to C.
Make Private	**Created By: Amanda Yett (3/9/2018 9:28 AM)** RCAS-AY placed outbound call to Customer at [redacted] on 3/9/18 at 9:25 AM. RCAS-AY advised that SM-Alex Roberti requested that RCAS-AY reach out to C about some concerns C is having with C's Rogue. C understood. RCAS-AY attempted to verify C's info. C stated C was not comfortable doing this. RCAS-AY advised will send email with case number and direct line and C can call back if C would like to further discuss.

C understood.

Call ended mutually.

Make Private

Created By: Amanda Yett (3/8/2018 3:42 PM)
RCAS-AY received call from SM-Alex Roberti @ Nissan of Westbury.
SM-AR advised C is having a concern with veh brakes applying on their own.
SM-AR advised veh also makes loud noise when braking.
SM-AR advised contacted tech line and concern is under engineering reviews, no repairs recommended at this time.
SM-AR advised tech line advised to contact NNA to open case.
RCAS-AY confirmed C's best contact number and advised C will be contacted by EOB 3/9.

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	3/13/2018			[redacted]	Alex Kang	3/13/2018 1:18 PM	ARBS-SD
Edit | Cls	Review RHR Decision	Not Started	3/14/2018				Alex Kang	3/14/2018 4:09 PM	ARBS-MS
Edit | Cls	IIR	Not Started	3/14/2018				Alex Kang	3/13/2018 1:18 PM	ARBS-SD
Edit | Cls	DTS Follow Up [redacted] NISSAN OF WESTBURY	Not Started	3/18/2018				Alex Kang	3/16/2018 1:54 PM	ARBS-AK

Activity History

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

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Request [redacted] NISSAN OF WESTBURY			3/18/2018	Kevin MacKay		Complete	4/22/2018 11:59 AM
Edit | Del	RHR review[redacted]	RHR	[redacted]	3/13/2018	Markita Scott	Consumer Affairs RHR	Complete	3/14/2018 4:09 PM
Edit | Del	RHR assigned[redacted]			3/13/2018	Amanda Yett		Complete	3/13/2018 8:59 AM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09i8L. 5000G1S5pBF:ref]			3/9/2018	Amanda Yett		Complete	3/9/2018 9:29 AM

Customer Support Tools

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

No records to display

Check Activity

Check Activity Help

No records to display

Forms

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

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
	[redacted]	IIR	Amanda Yett, 3/13/2018 8:22 AM	3/13/2018			KNMAT2MV0JP[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	4/9/2018 12:00 PM	Kevin	MacKay	Completed

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RHR [redacted] doc	39KB	3/13/2018 1:18 PM	Amanda Yett
Edit | View | Del	ROs [redacted] pdf	35KB	3/13/2018 1:18 PM	Amanda Yett
Edit | View | Del	RHR [redacted] doc	39KB	3/13/2018 1:18 PM	Amanda Yett
Edit | View | Del	RHR Template- Northeast Region Case [redacted] doc	63KB	3/13/2018 1:18 PM	Amanda Yett

Case History

Case History Help

Date	User	Action
4/23/2018 8:25 AM	Alex Kang	Changed **Follow Up Date** from 4/23/2018 to **5/7/2018**.
4/19/2018 9:03 AM	Alex Kang	Changed **Follow Up Date** from 4/19/2018 to **4/23/2018**.
4/16/2018 9:14 AM	Alex Kang	Changed **Follow Up Date** from 4/16/2018 to **4/19/2018**.
4/16/2018 9:14 AM	Alex Kang	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MV0JP[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: KNMAT2MV0JP**[redacted]
4/12/2018 9:46 AM	Keenan Magnuson	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MV0JP[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: KNMAT2MV0JP**[redacted]
3/26/2018 11:15 AM	Alex Kang	Changed **Follow Up Date** from 3/29/2018 to **4/16/2018**.
3/26/2018 10:47 AM	Alex Kang	Changed **Follow Up Date** from 3/26/2018 to **3/29/2018**.

3/26/2018 10:46 AM	Alex Kang	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MV0JP[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: KNMAT2MV0JP**[redacted]
3/22/2018 12:18 PM	Christine Shackleton	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MV0JP[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: KNMAT2MV0JP**[redacted]
3/21/2018 9:32 AM	Alex Kang	Changed **Follow Up Date** from 3/21/2018 to **3/26/2018**.
3/21/2018 9:32 AM	Alex Kang	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MV0JP[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: KNMAT2MV0JP**[redacted]
3/16/2018 1:55 PM	Alex Kang	Changed **Follow Up Date** from 3/16/2018 to **3/21/2018**.
3/16/2018 1:26 PM	Rick Boccaccio	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MV0JP[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: KNMAT2MV0JP**[redacted]
3/13/2018 1:18 PM	Samantha Dixon	Changed **Case Owner** from Amanda Yett to **Alex Kang**.
3/13/2018 1:18 PM	Samantha Dixon	Changed **Description**.
3/13/2018 8:59 AM	Nicki Barror	Changed **DRT Support Status** from Pending to **DRT Assigned**.
3/13/2018 8:45 AM	Amanda Yett	Changed **RHR Started** to **3/13/2018**.
		Changed **RHR Completed** to **3/13/2018**.
3/13/2018 8:31 AM	Amanda Yett	Changed **Follow Up Date** from 3/14/2018 to **3/16/2018**.
3/13/2018 8:12 AM	Amanda Yett	Changed **Follow Up Date** from 3/13/2018 to **3/14/2018**.
3/12/2018 10:04 AM	Amanda Yett	Changed **Follow Up Date** from 3/12/2018 to **3/13/2018**.
3/12/2018 10:02 AM	Amanda Yett	Changed **Follow Up Date** from 3/9/2018 to **3/12/2018**.
3/12/2018 10:01 AM	Amanda Yett	Changed **Reopen Date** to **3/12/2018 10:01 AM**.
		Changed **Status** from Closed to **Open**.
3/9/2018 9:32 AM	Amanda Yett	Changed **Status** from Open to **Closed**.
		Closed.
3/8/2018 3:40 PM	Amanda Yett	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 3/8/2018 to **3/9/2018**.
		Changed **VIN** to **KNMAT2MV0JP**[redacted]
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: KNMAT2MV0JP**[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...5000G1S5pBE:ref] *3/9/2018 Case #[redacted] VIN #KNMAT2MV0JP[redacted] Dear [redacted]*	[redacted]	3/9/2018 9:29 AM

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Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV0JP[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 Garden City 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 12/13/2017 VIN KNMAT2MV0JP[redacted]

Mileage 708 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	N/A

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 3/12/2018 Time 9:45 PM

Location of Incident (describe fully) Franklin Avenue in Garden City

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

Vision obstruction (describe) None Given

Temperature at time of incident 35.6°F Parking location prior to time of incident Not Given

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV0JP[redacted]

Overnight temperature prior to incident: 34.0 ° F
Length of time parked: Not Given

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant): Claimant stated she was driving down Franklin Avenue when incident occurred. Claimant stated her vehicle feels like there is a box or something dragging underneath the vehicle. Claimant stated there is a loud noise and feels like she is driving over the reflectors on the ground in-between the lanes. Claimant stated her vehicle feels like it wants to brake but it keeps going. Claimant stated the dealership hasn't able to duplicate the concern. Claimant stated issue occurred on Flat road and it was at night time so no sun was present. Claimant stated it was raining the evening it occurred.

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

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

Special Circumstances: None Given.

Actions taken after incident and results of those actions: Incident occurred for about 10 seconds, and then vehicle was continued to be operated normally.

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

Other Vehicle Estimated Speed: N.A | Source: Claimant | Posted Speed Limit: N.A

Witness Present? ○ YES ◉ NO

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

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

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

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant.

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV0JP[redacted]

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



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

Address [redacted] Garden City, 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 4/9/2018

Location of inspection Nissan of Westbury.

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

Vehicle exhibits no signs of impact or collision trauma.

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

Photos taken by Kevin D. Mackay # Photos 82

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 14 - 43)

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV0JP[redacted]

Engine/ Transmission/ Drivetrain	No Abnormalities found. (Please see photos 64 - 72)
Underbody/ Suspension/ Steering/ Wheels & Tires	No Abnormalities found. (Please see photos 74 - 81)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No Abnormalities found. (Please see photos 44 - 63)
Seat Belts/ Child Restraints (if applicable)	No Abnormalities found. (Please see photos 44 - 63)
Air Bags	No Abnormalities found. (Please see photos 44 - 63)

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

N/A

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

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

#	Allegation	Factual Findings
1	Claimant alleges that the Forward Emergency Braking system operates with no obstructions in front of the vehicle.	Upon inspection, found vehicle exhibits no signs of impact or collision trauma. Performed control unit diagnosis inspection, and found PAST code of C1705-00 Low pressure FR in Air Pressure Monitor, C1B40-49 SIDE RADAR RH, U01014-82 ADAS CAN CIR1 stored in Side Radar Left, C1B30-49 SIDE RADAR LH, U0104-82 ADAS CAN CIR1 stored in Side Radar Right. Performed inspection of the laser radar unit and found that the connector is fully seated and locked on to sensor. Found no obstructions or trauma to the sensor itself. Upon inspection of CDR data, found no data recorded. Performed inspection of the FEB OPERATION MILEAGE LOG, and found the last recorded operation of FEB operation was logged at mile 4. DTS drove vehicle to customer described location of Franklin street in Garden City NY. vehicle was drive a total of 18 miles. At no point during test drive was any abnormal FEB / auto braking concern duplicated.

Add Row | Remove Row

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

Reporter's Signature *Kevin D. Mackay*

Reporter's Name & Region Kevin D. Mackay
Dealer Technical specialist.
Nissan North America, Northeast region.

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV0JP[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 KNMAT2MV0JP[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.)	Not Equipped.
○	◉	Physical damage to camera? (ie. cracks)	Not Equipped.
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	see photos 41 - 43
○	◉	Physical damage to radar sensor units? (ie. cracks)	see photos 41 - 43 , 71 - 73
◉	○	Electrical connection to radar module firmly seated?	See photos 71 - 73
○	◉	Electrical connection to camera module firmly seated?	Not Equipped.
○	○		

End of Form

*Name your file while saving.

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

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



Search

Samaritan Potter Help & Training

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

Vehicle
KNMAT2MV0JP[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [2] | Service History [4] | Vehicle Service Contracts [1] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	KNMAT2MV0JP[redacted]		
Last Modified By	NNAETL, 4/23/2018 12:02 PM	Branded Title	
Created By	NNAETL, 2/12/2018 11:16 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	68	MSRP	$27,715
Latest Recorded Mileage Units	M		
In Service Date	2/20/2018		

Manufacturing Data

Make/Model	2018 NISSAN ROGUE	Manufacturer Date	12/13/2017
Model Year	2018	Plant Name	Renault Samsung
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22018	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	GUN METALLIC	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03L92Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS (SET OF 4-BLACK)), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2PC FRONT, 2PC SEC), 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	2/20/2021	36,000				
2	POWERTRAIN COVERAGE	2/20/2023	60,000				
3	SEAT BELT	2/20/2028	999,999				
4	CORROSION COVERAGE (PERFORATION)	2/20/2023	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	2/20/2026	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	VRS[redacted]	[redacted]	NISSAN OF WESTBURY	NMAC lease	ROGUE	2/20/2018	

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]	3/8/2018 3:39 PM		68	Open	0	Alex Kang
| Edit | Cls	[redacted]	TECH LINE		3/8/2018 1:06 PM	3/8/2018 1:36 PM	496	Pending Dealer Reply	0	Steve Berger

Service History

Service History Help

Action	SRH Number	PNC Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	SRH-[redacted]								
	SRH-[redacted]		I	2/27/2018	68	[redacted]	5639	[redacted]	
	SRH-[redacted]		I	3/8/2018	497		5639		
	SRH-[redacted]		I	3/8/2018	497		5639		

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	2/20/2018	5/20/2021	39,000

Vehicle History

Vehicle History Help

Date	User	Action
2/12/2018 11:16 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

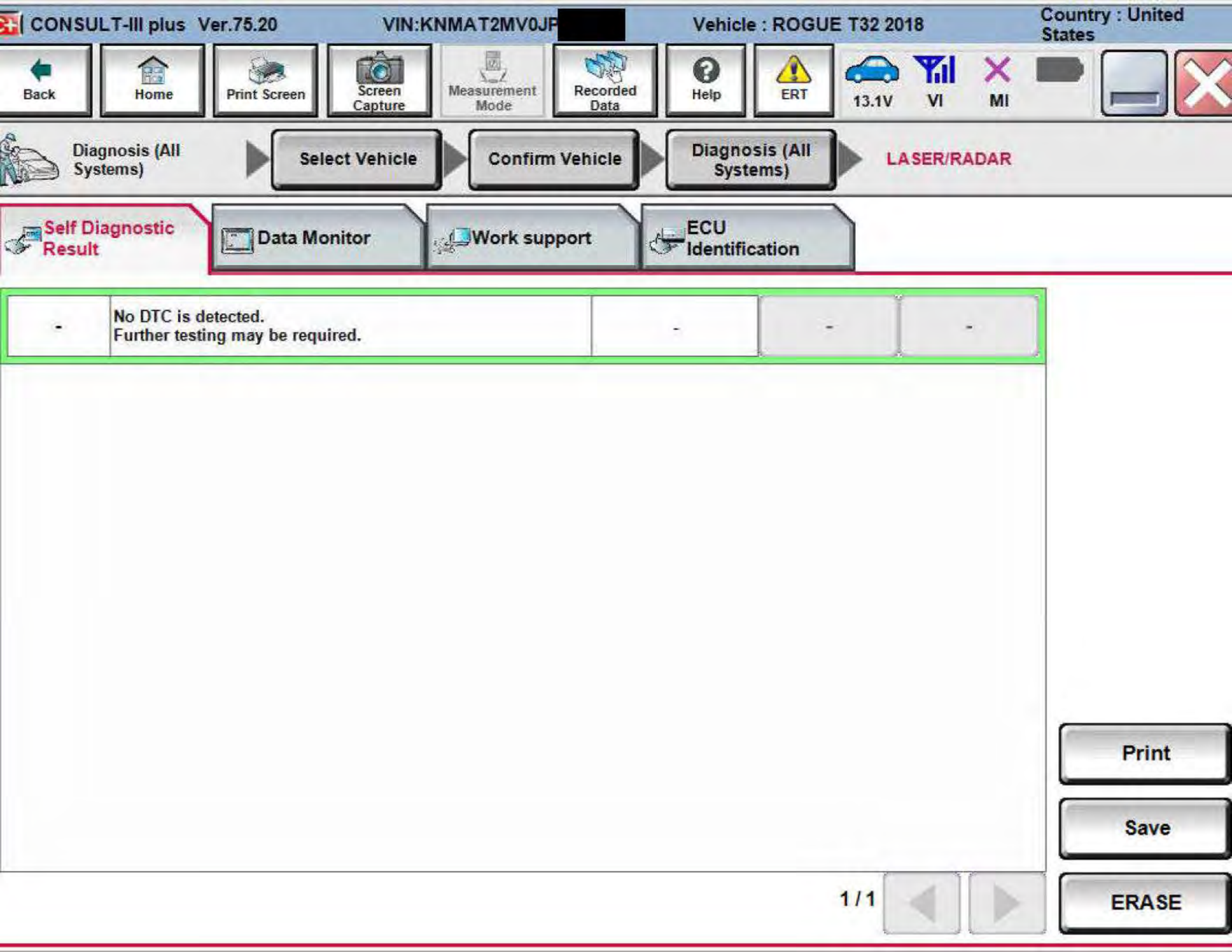
DTS Field Inspections Help

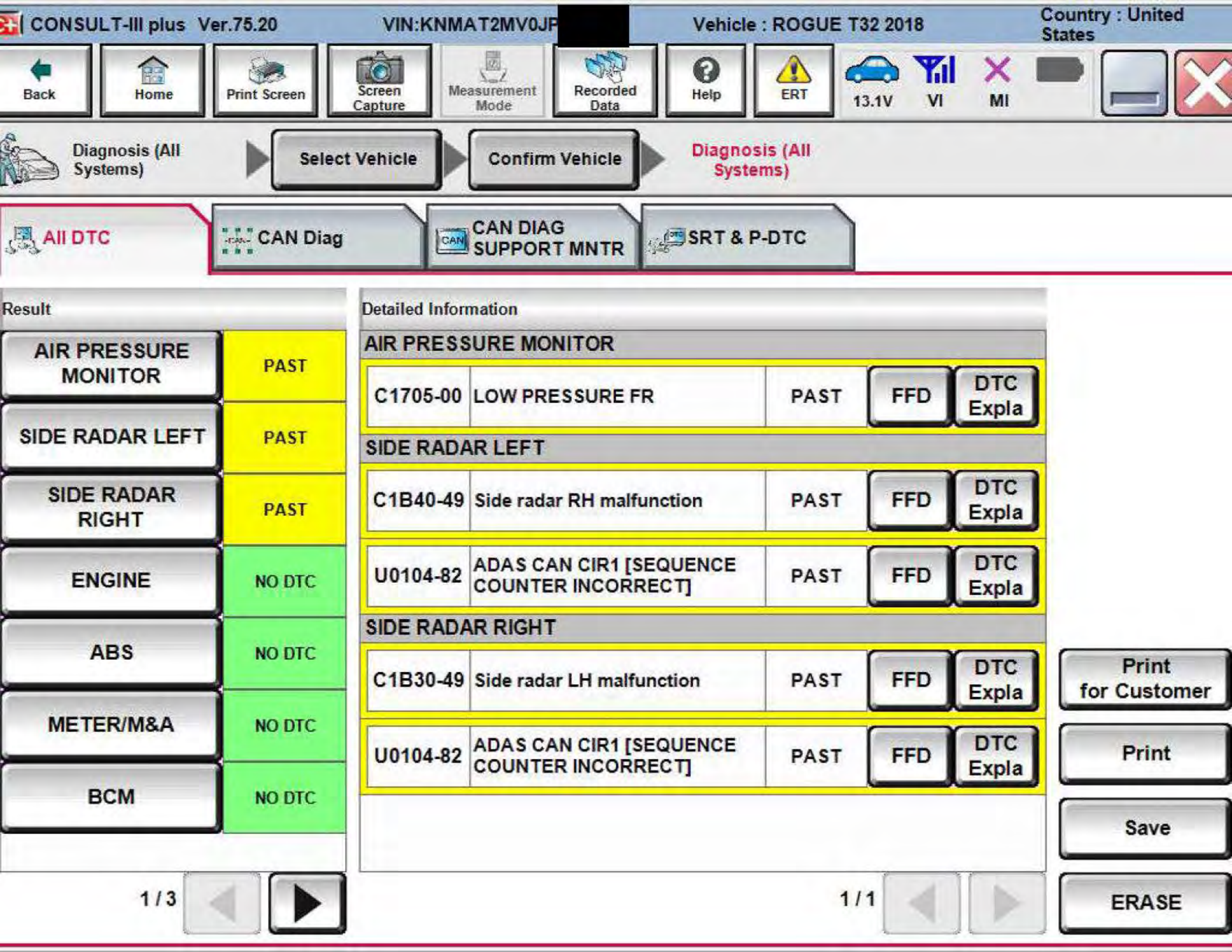
Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	3/26/2018	[redacted]	Kevin	MacKay	NER	4/9/2018 12:00 PM	4/22/2018 8:13 AM

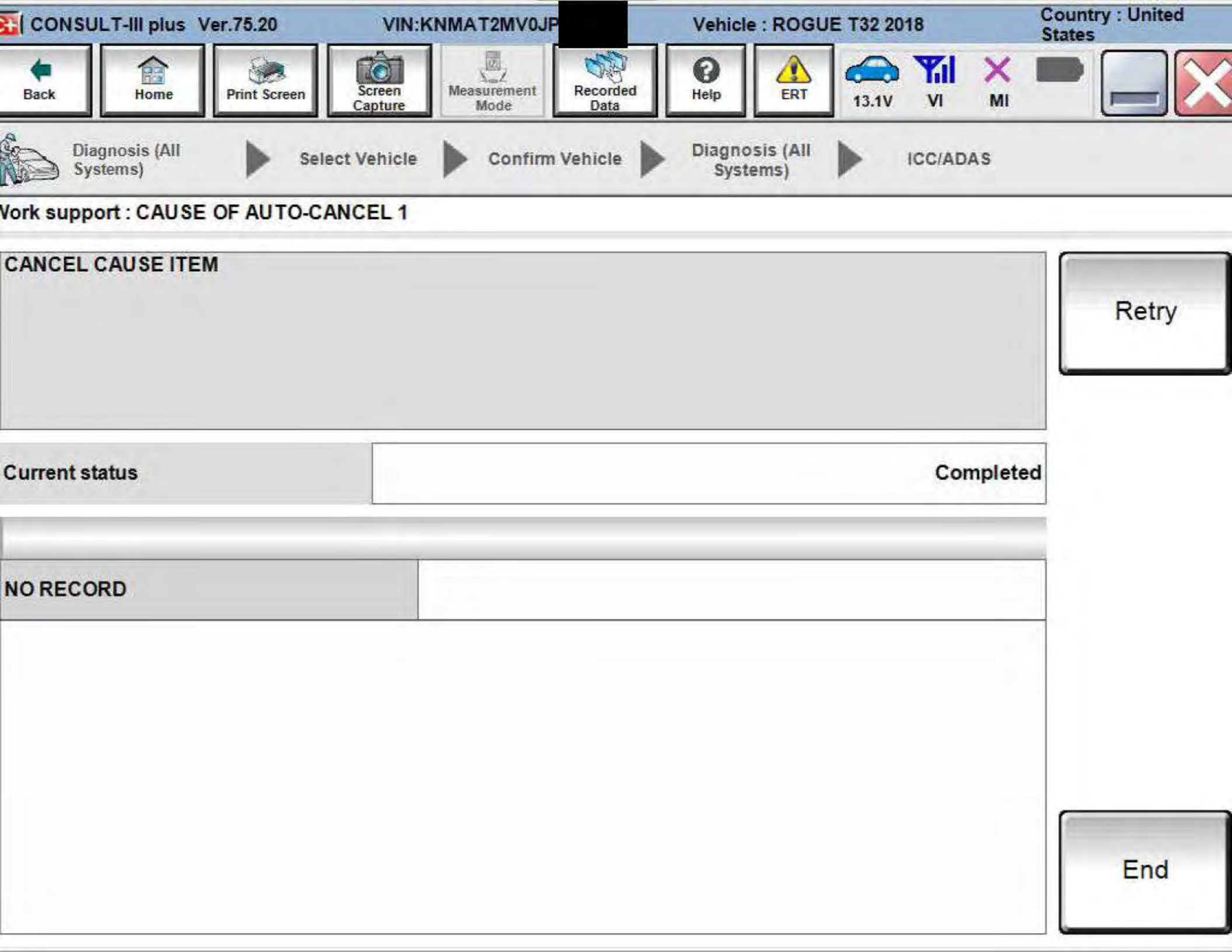
^ Back To Top

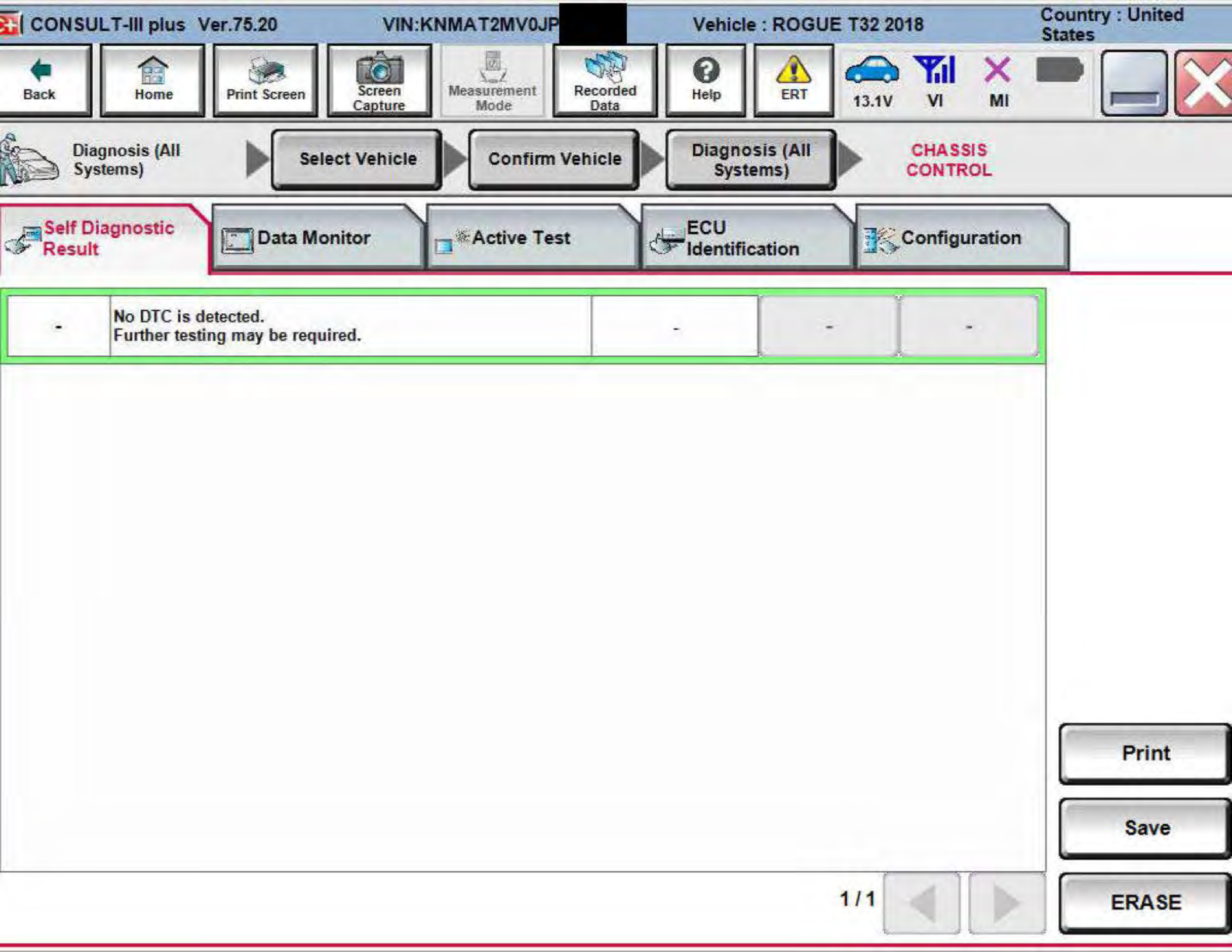
Always show me fewer / more records per related list

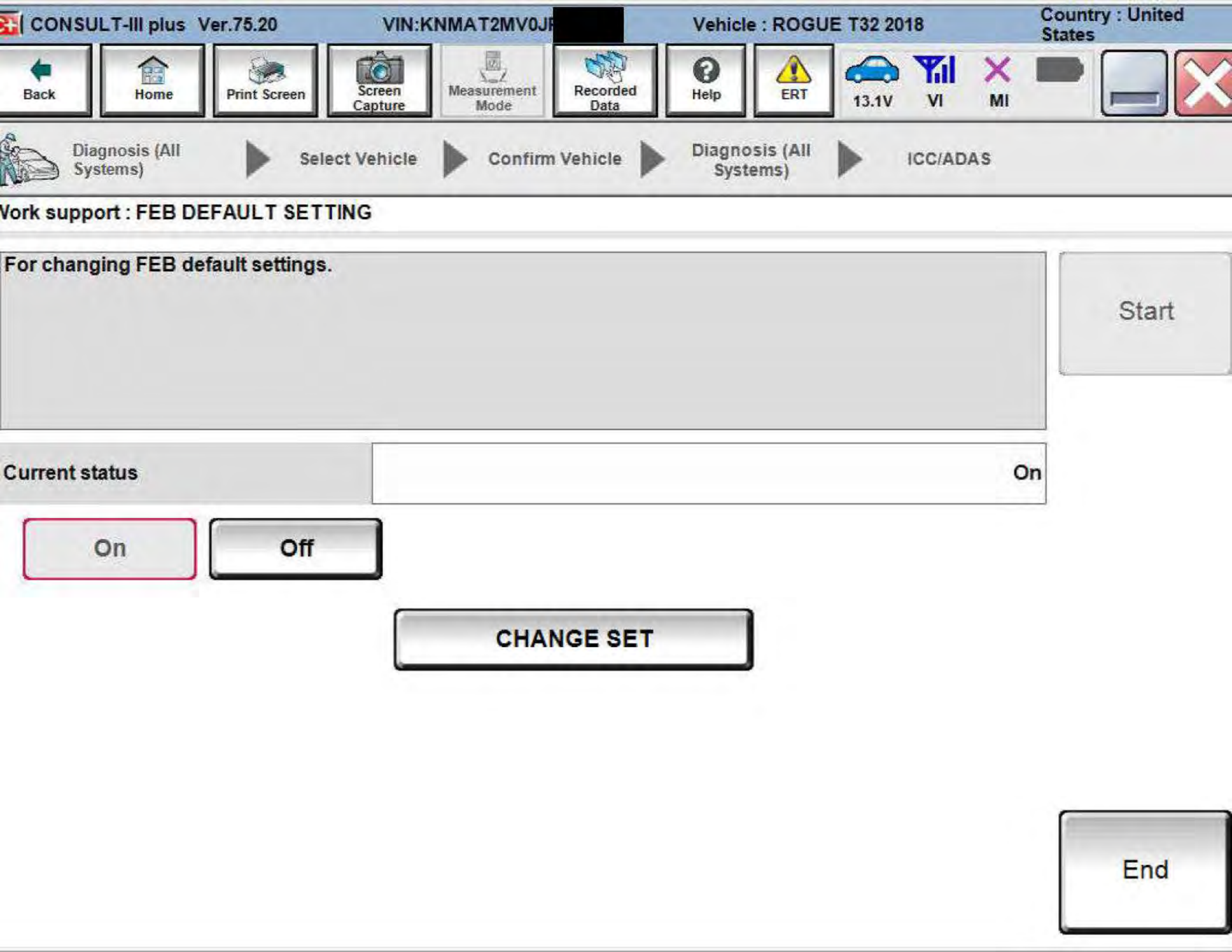
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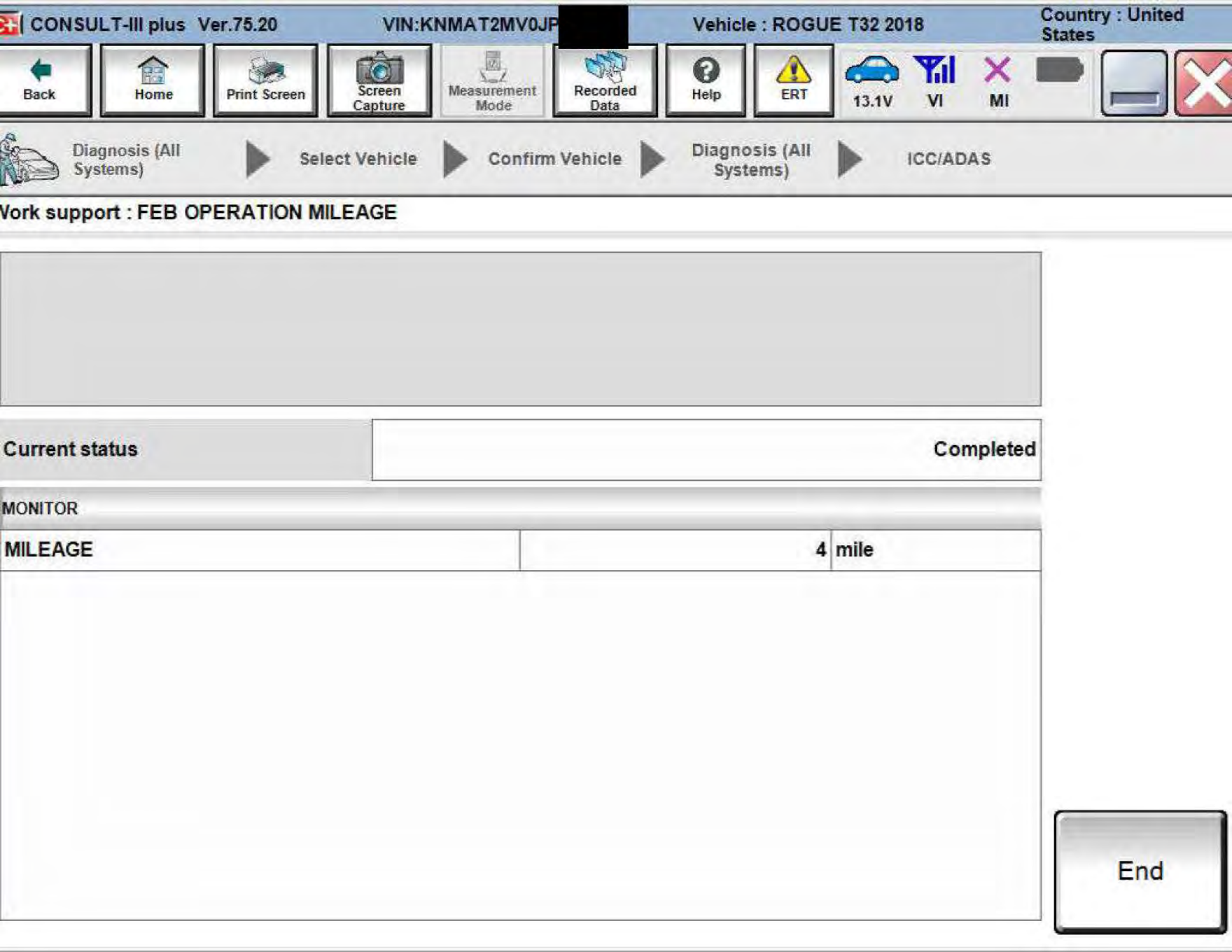

CONSULT-III plus Ver.75.20
VIN:KNMAT2MV0JP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1

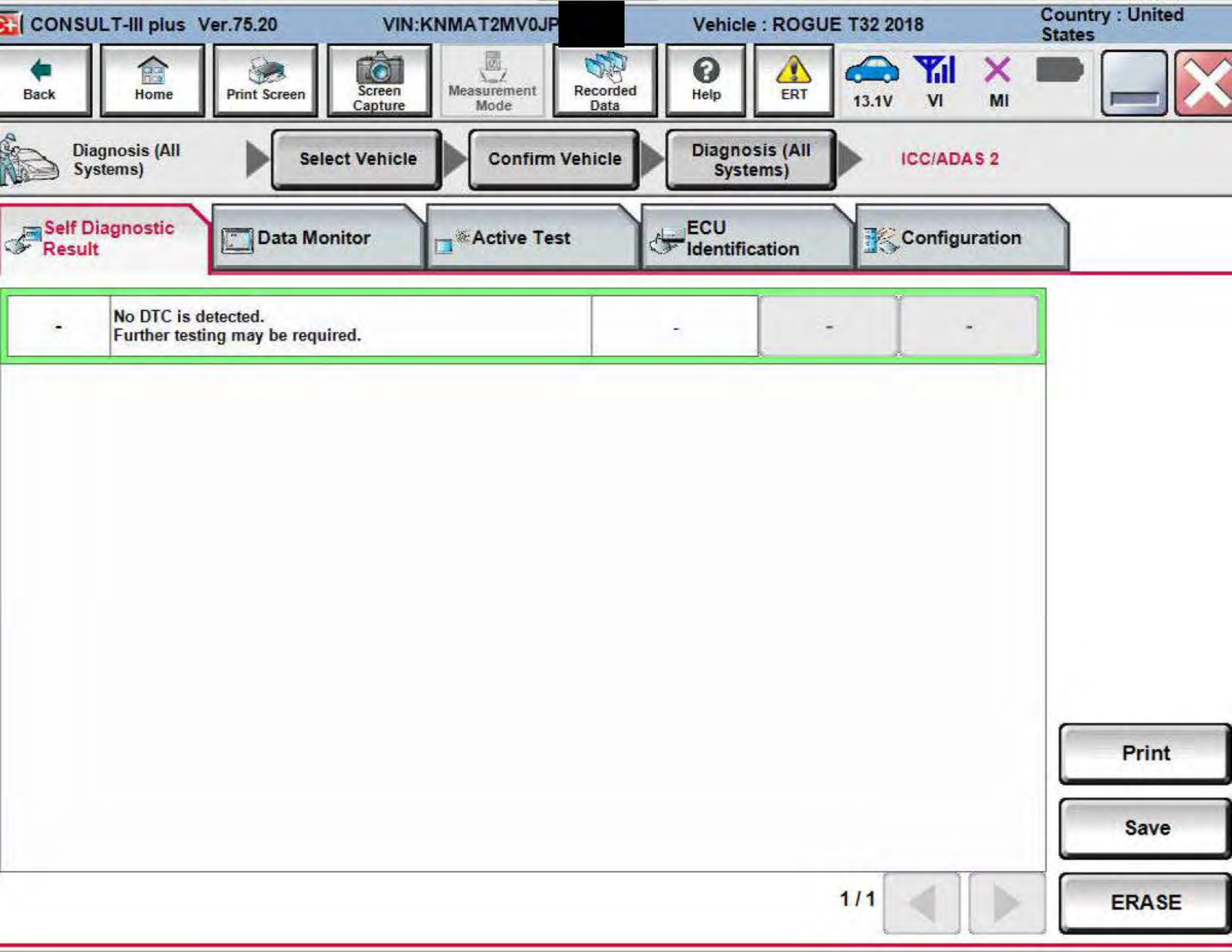

CONSULT-III plus Ver.75.20
VIN:KNMAT2MV0JP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
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Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
AIR PRESSURE MONITOR
PAST
SIDE RADAR LEFT
PAST
SIDE RADAR RIGHT
PAST
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
1 / 3
Detailed Information
AIR PRESSURE MONITOR
C1705-00 LOW PRESSURE FR PAST FFD DTC Expla
SIDE RADAR LEFT
C1B40-49 Side radar RH malfunction PAST FFD DTC Expla
U0104-82 ADAS CAN CIR1 [SEQUENCE COUNTER INCORRECT] PAST FFD DTC Expla
SIDE RADAR RIGHT
C1B30-49 Side radar LH malfunction PAST FFD DTC Expla
U0104-82 ADAS CAN CIR1 [SEQUENCE COUNTER INCORRECT] PAST FFD DTC Expla
1 / 1
Print for Customer
Print
Save
ERASE

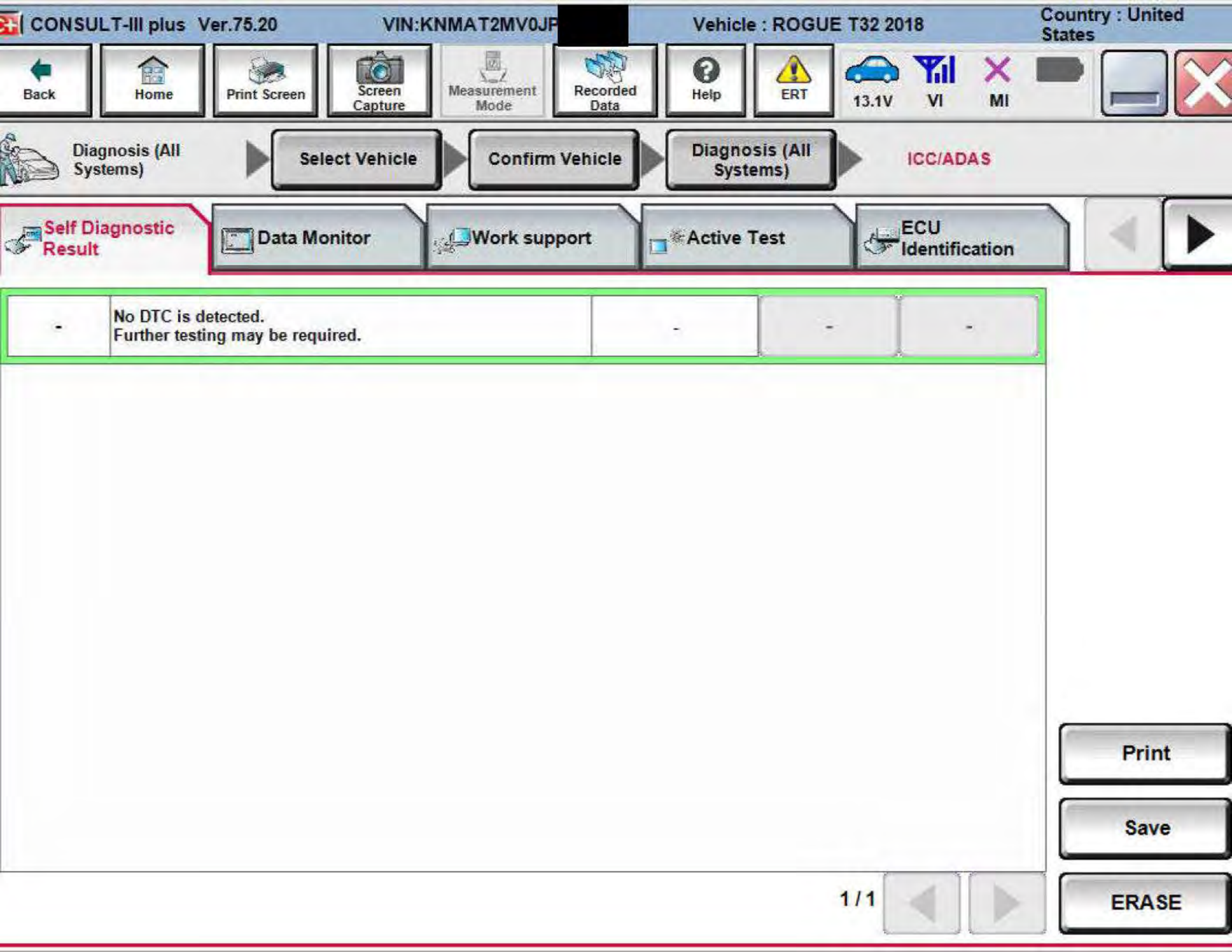

CONSULT-III plus Ver.75.20
VIN:KNMAT2MV0JP
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End


CONSULT-III plus Ver.75.20
VIN:KNMAT2MV0JP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
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.75.20
VIN:KNMAT2MV0JF
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End


CONSULT-III plus Ver.75.20
VIN:KNMAT2MV0JP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
4
mile
End


CONSULT-III plus Ver.75.20
VIN:KNMAT2MV0JP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
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1 / 1
ERASE


CONSULT-III plus Ver.75.20
VIN:KNMAT2MV0JP
Vehicle : ROGUE T32 2018
Country : United States
Back
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Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
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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.
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ERASE

PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



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

CDR File Information

User Entered VIN	JN8AT2MV6HW[redacted]
User	KEVIN MACKAY
Case Number	[redacted]
EDR Data Imaging Date	04/11/2018
Crash Date	03/13/2018
Filename	JN8AT2MV6HW[redacted]_ACM.CDRX
Saved on	Wednesday, April 11 2018 at 10:57:36
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
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00

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

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

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

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

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

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

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

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

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

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

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

F1A0  20

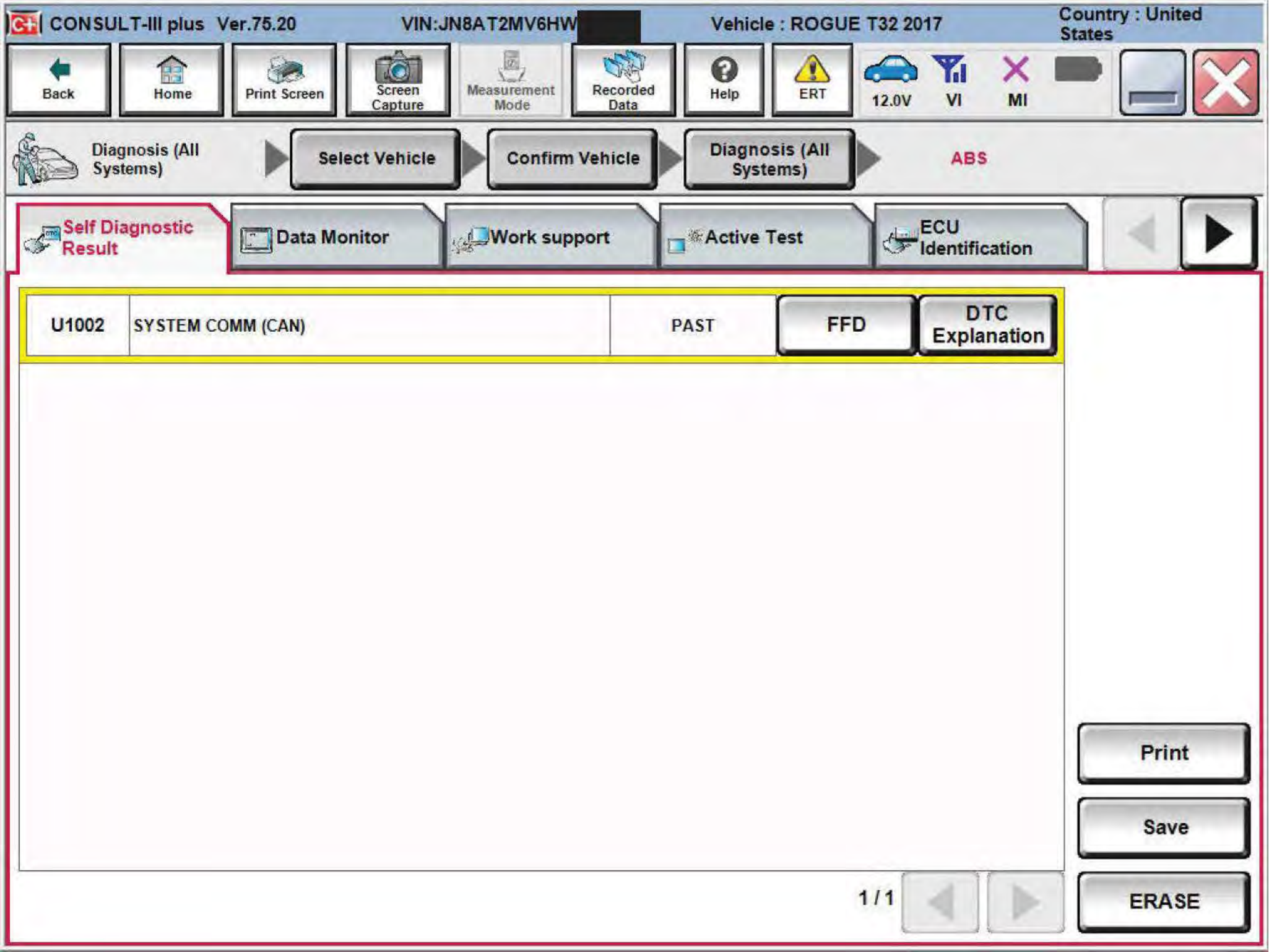

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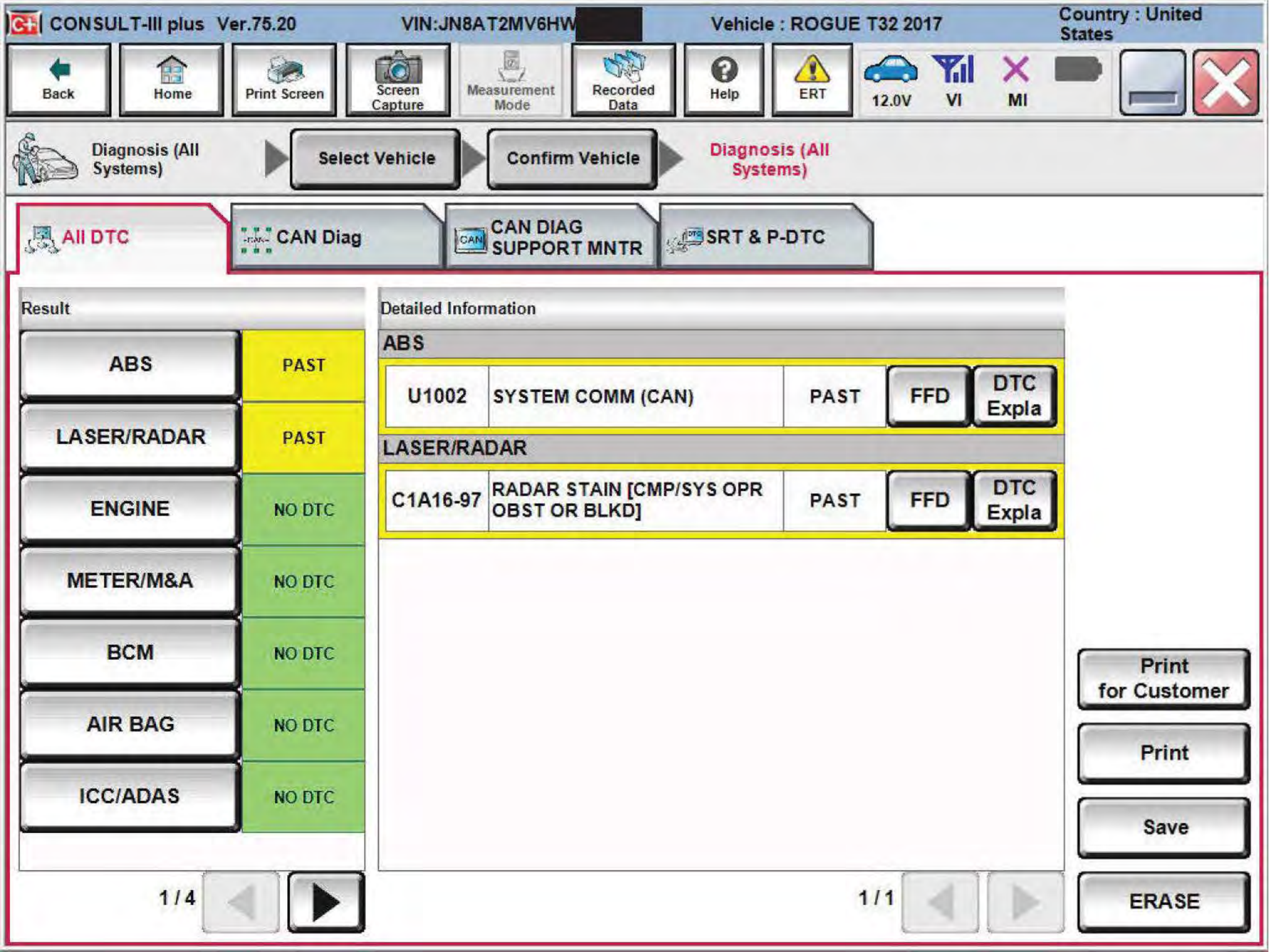

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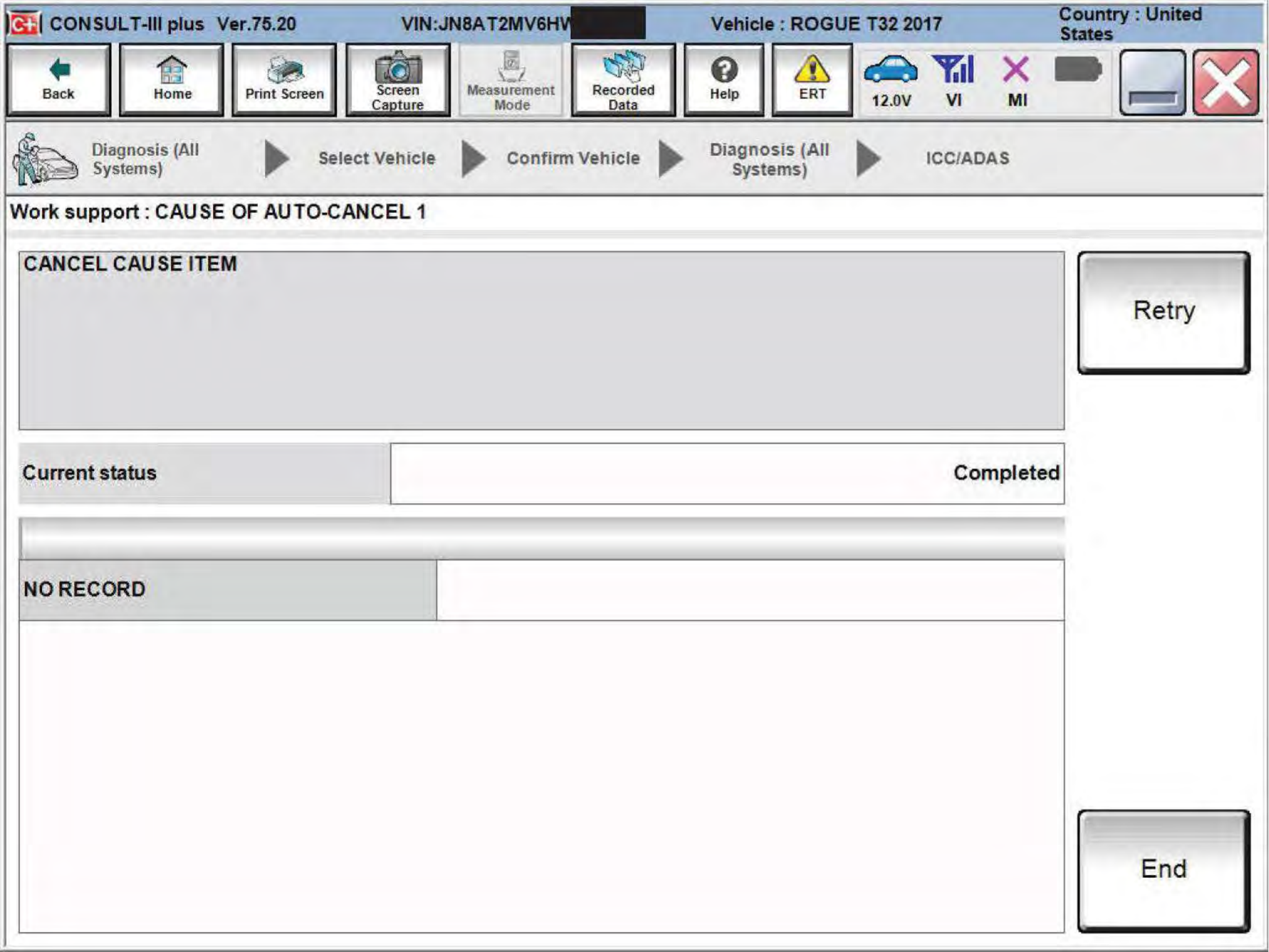

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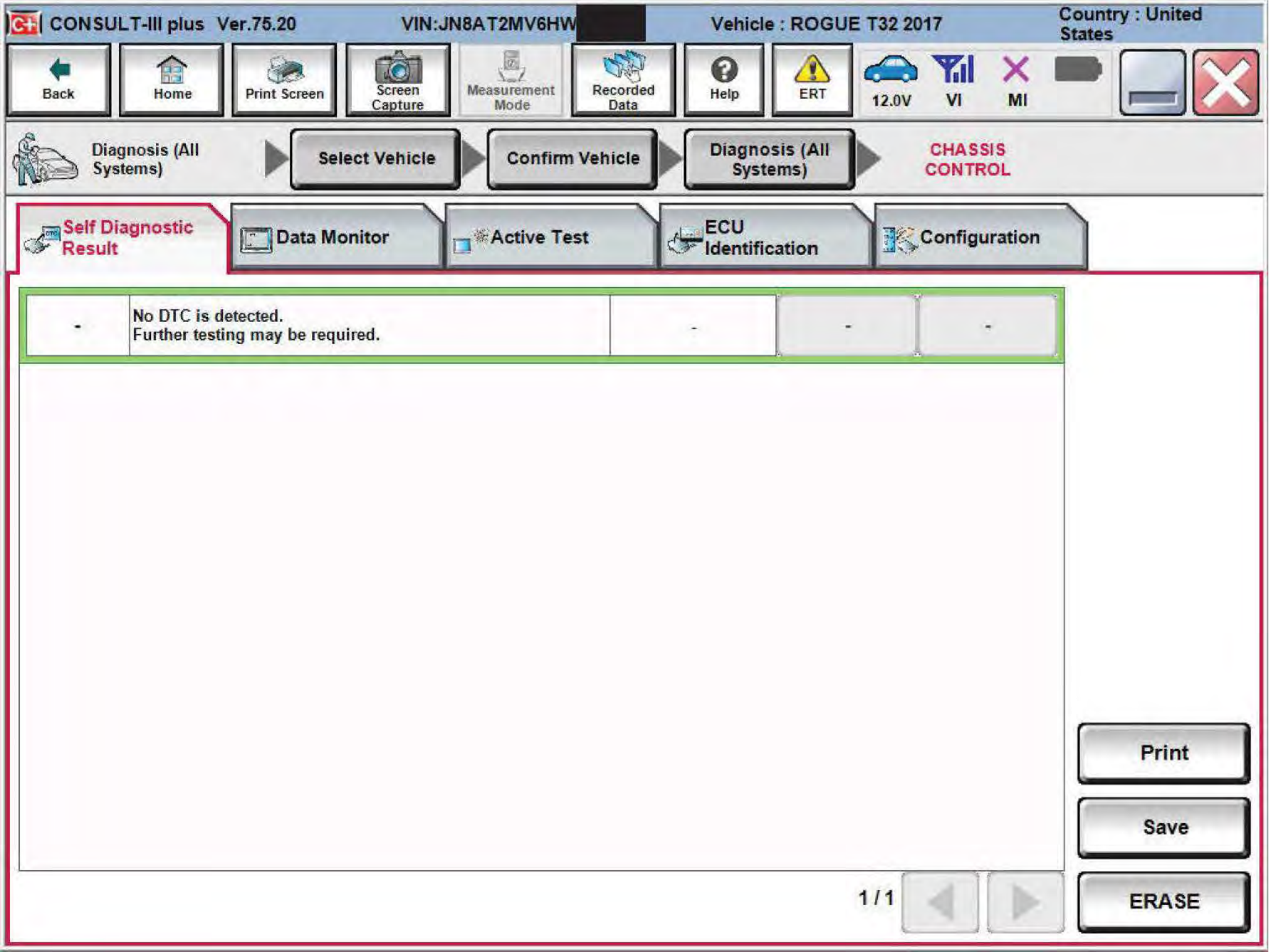
Disclaimer of Liability

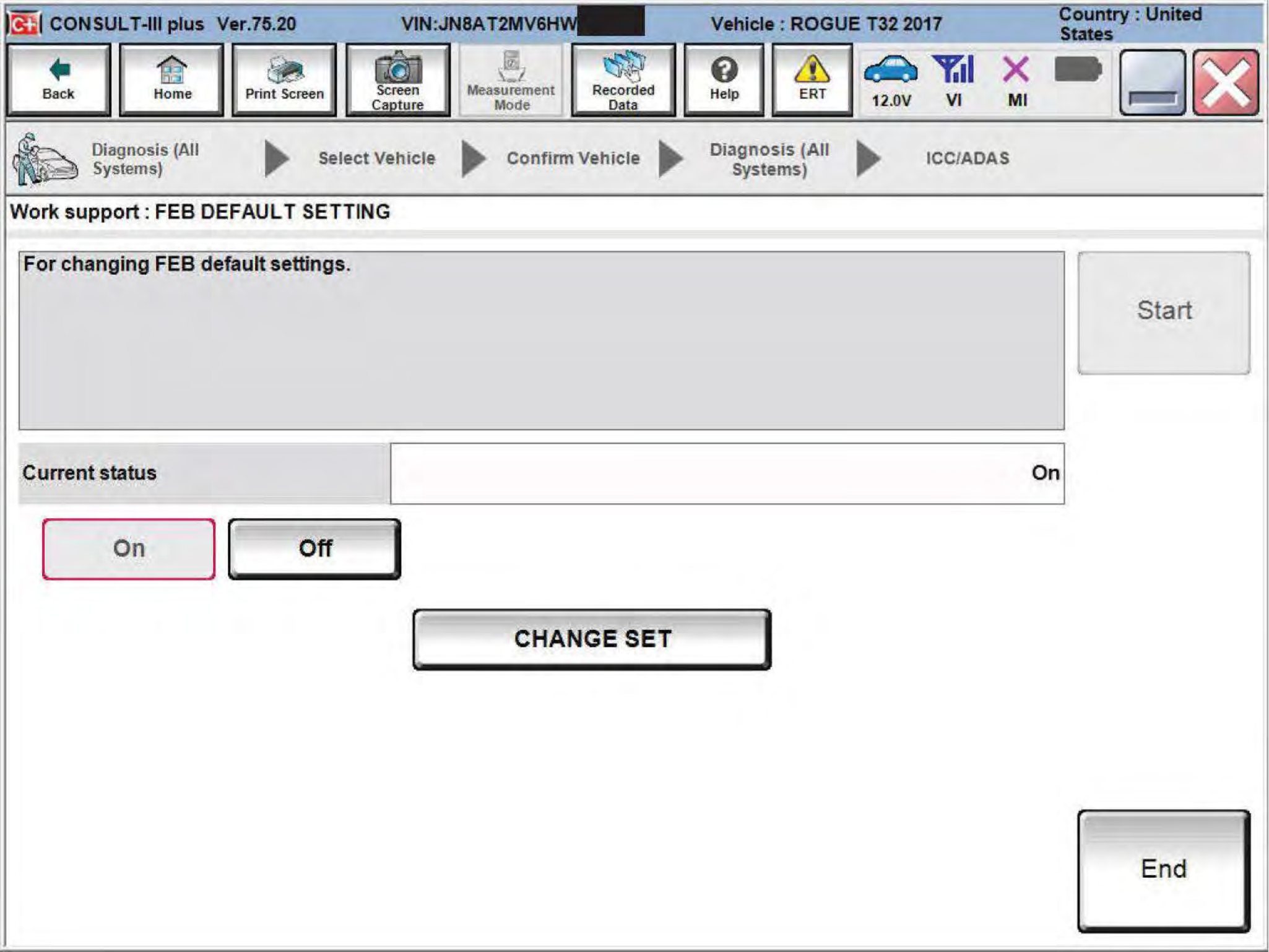
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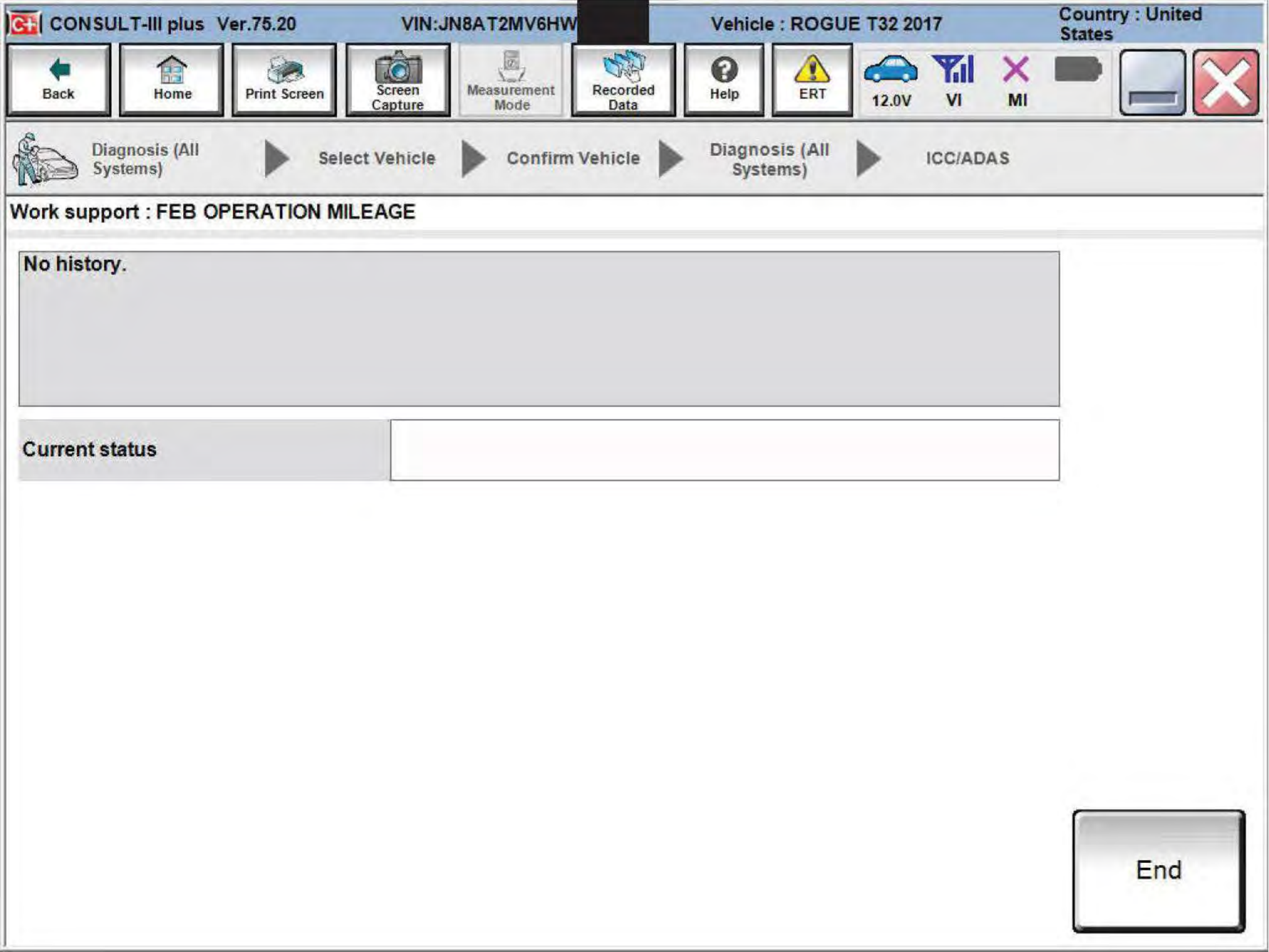

CONSULT-III plus Ver.75.20
VIN:JN8AT2MV6HW
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ABS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
U1002
SYSTEM COMM (CAN)
PAST
FFD
DTC Explanation
1 / 1
Print
Save
ERASE

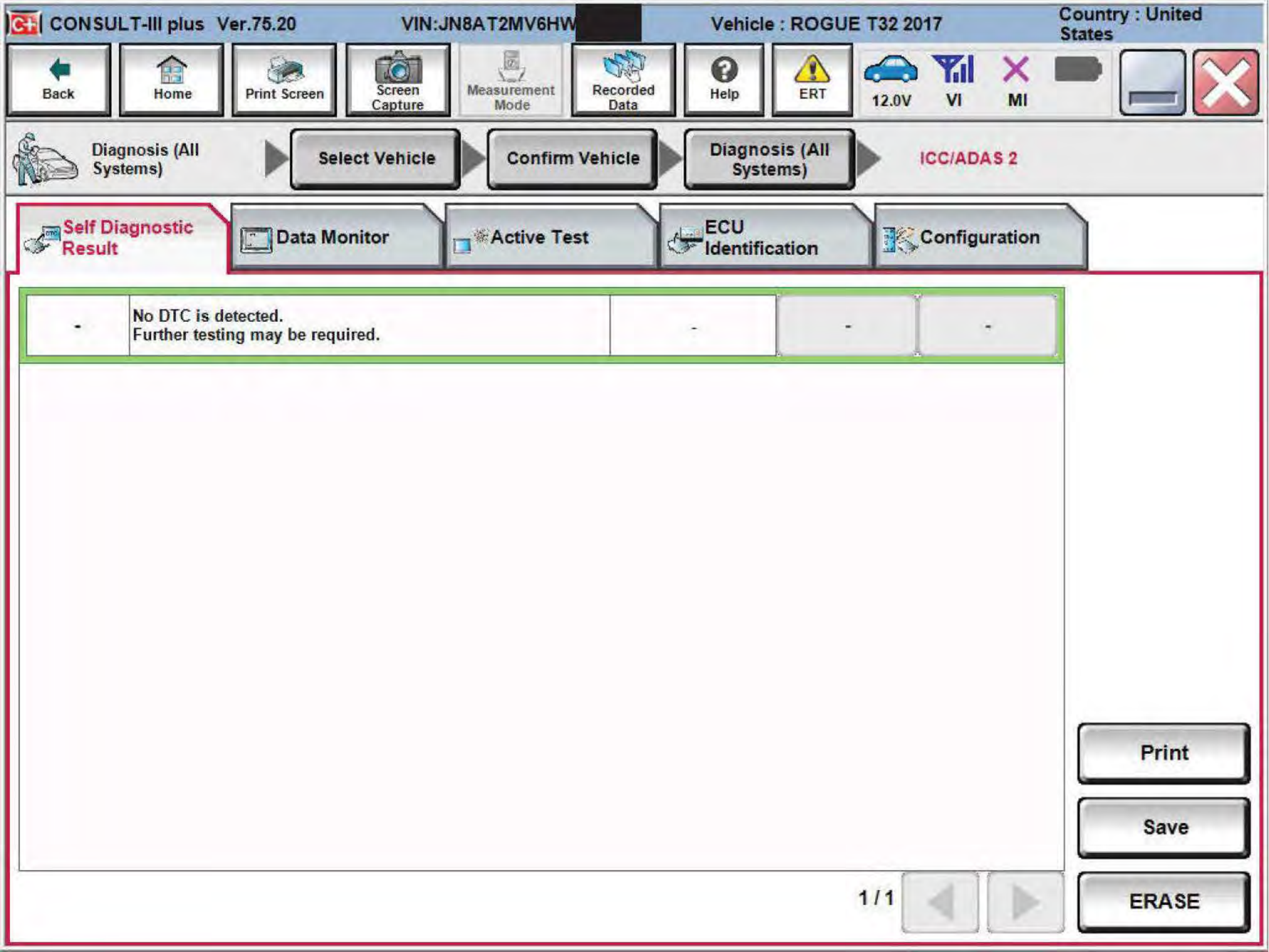

CONSULT-III plus Ver.75.20
VIN:JN8AT2MV6HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
ABS
PAST
LASER/RADAR
PAST
ENGINE
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
1 / 4
Detailed Information
ABS
U1002
SYSTEM COMM (CAN)
PAST
FFD
DTC Expla
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Expla
1 / 1
Print for Customer
Print
Save
ERASE

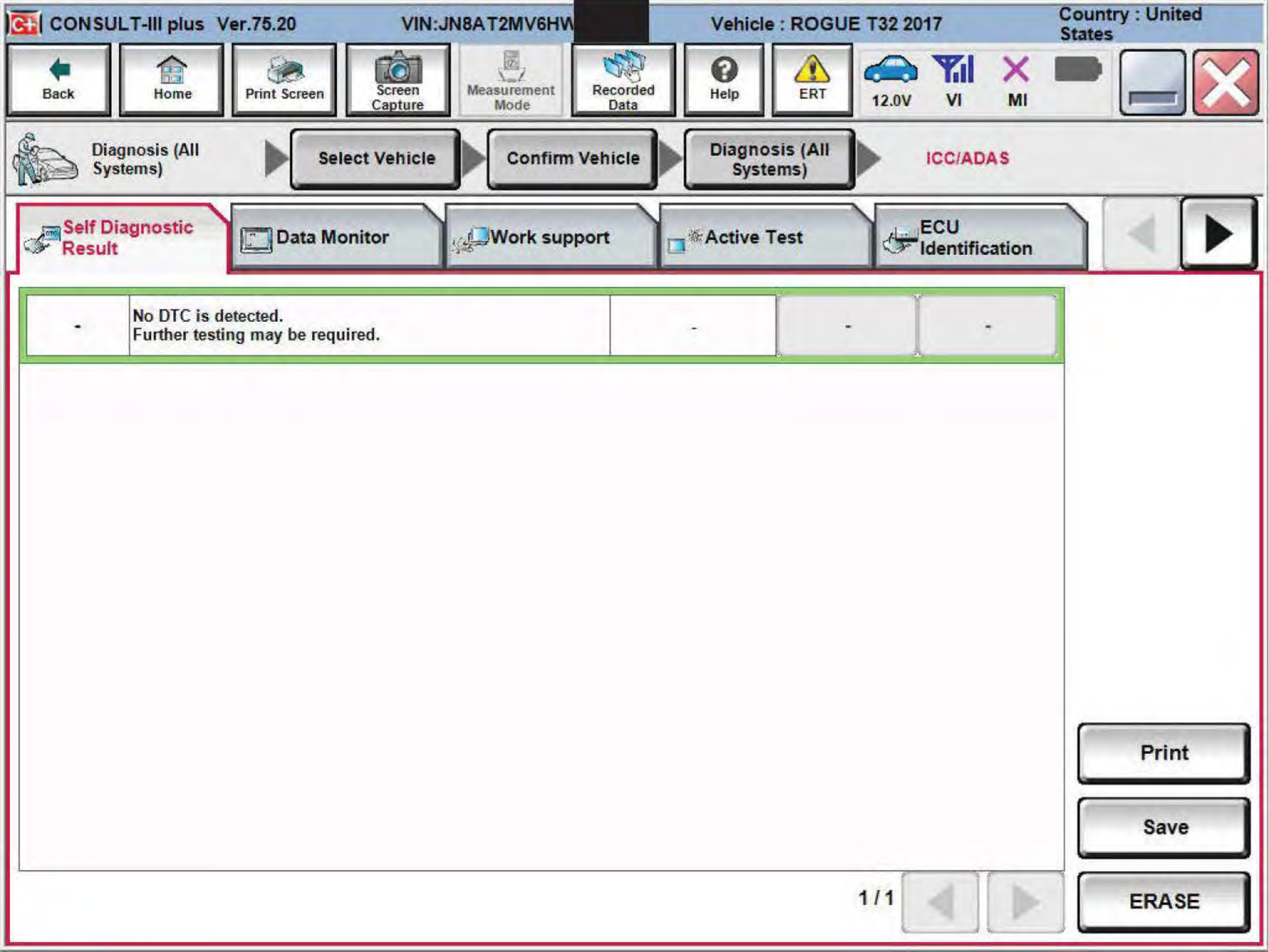

CONSULT-III plus Ver.75.20
VIN:JN8AT2MV6HW
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End

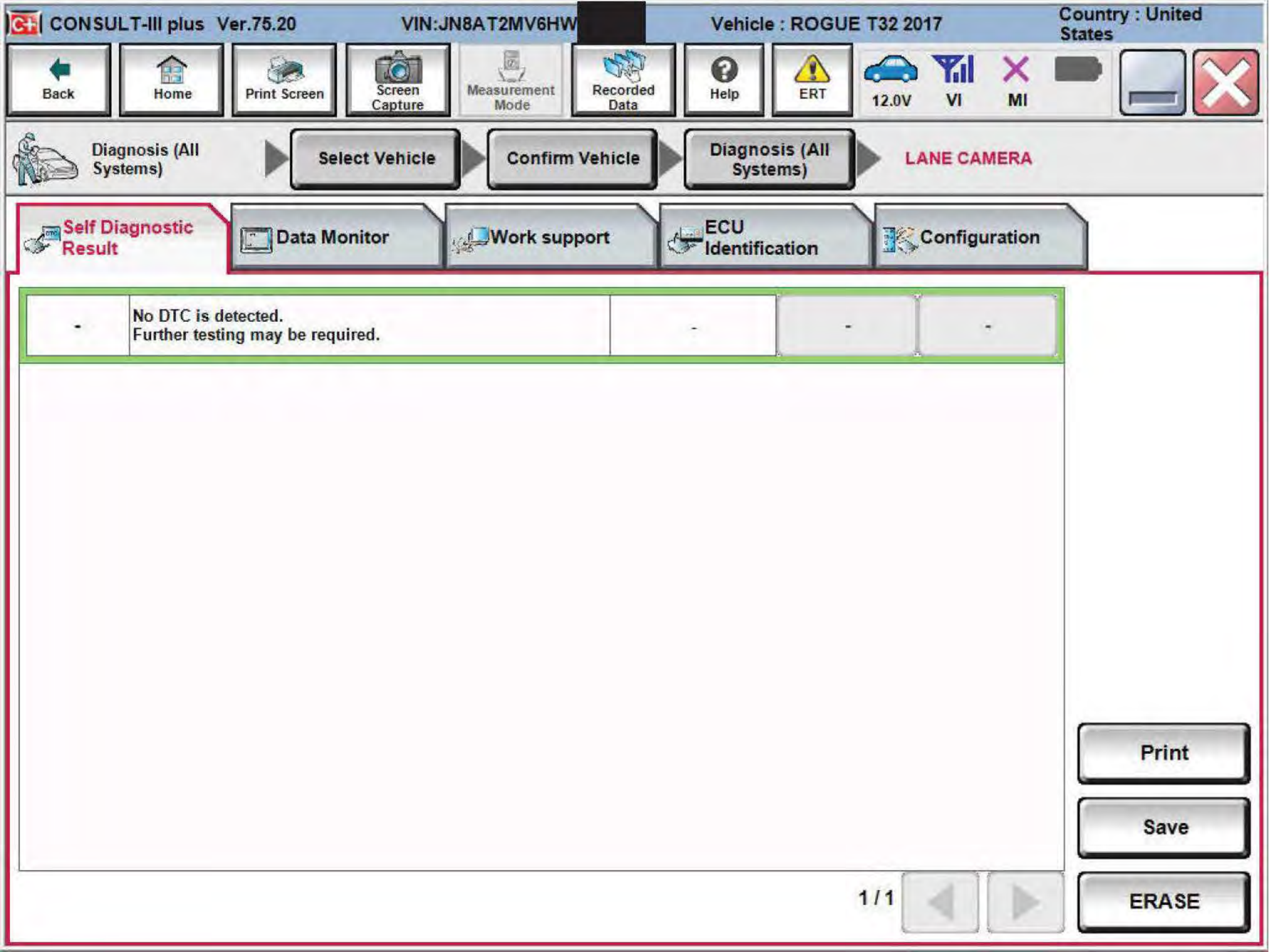

CONSULT-III plus Ver.75.20
VIN:JN8AT2MV6HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
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Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1

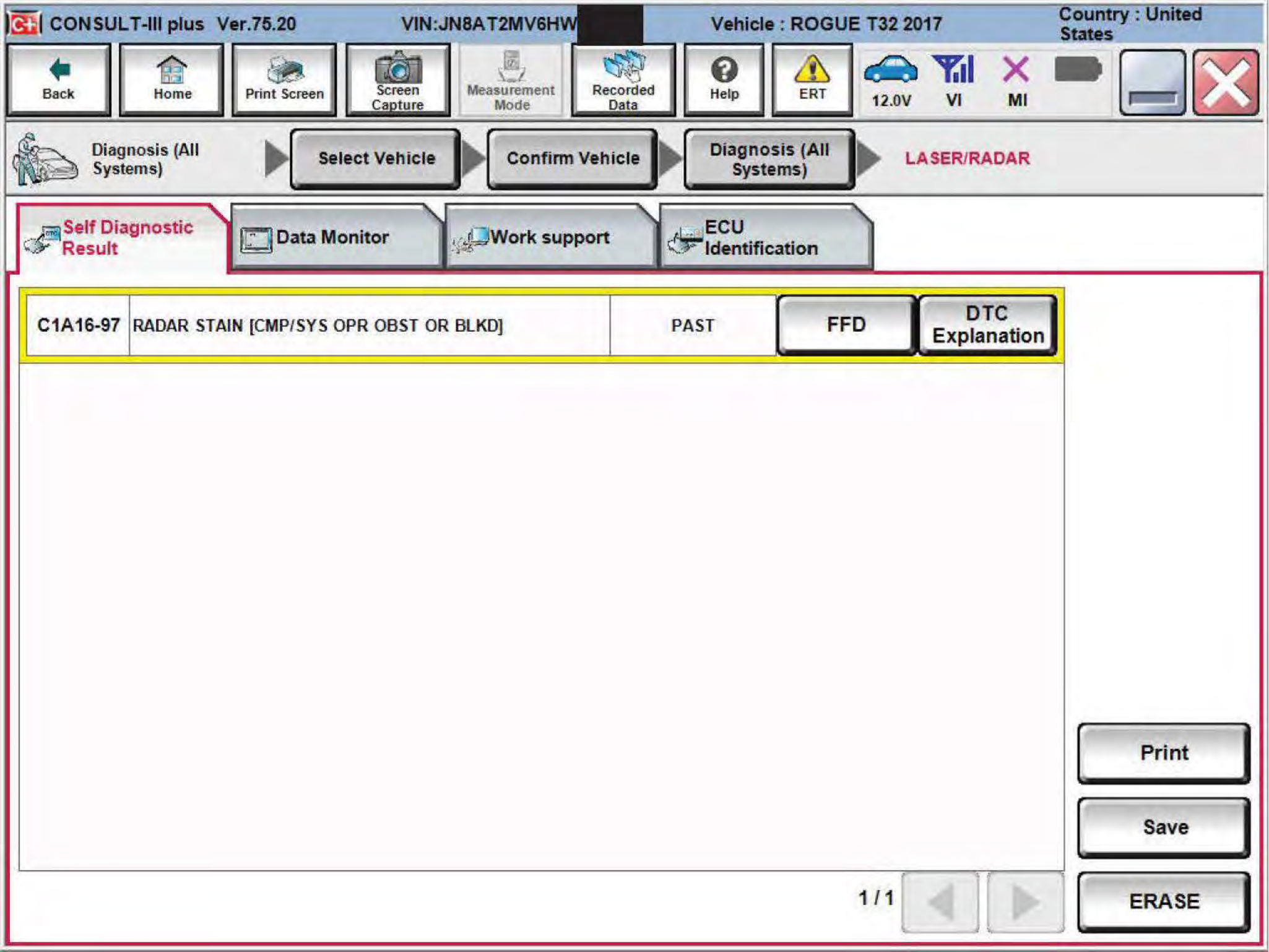

CONSULT-III plus Ver.75.20
VIN:JN8AT2MV6HW
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End


CONSULT-III plus Ver.75.20
VIN:JN8AT2MV6HW
Vehicle : ROGUE T32 2017
Country : United States
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Home
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Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
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.75.20
VIN:JN8AT2MV6HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
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Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
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.
-
-
-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.75.20
VIN:JN8AT2MV6HW
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
1 / 1
Print
Save
ERASE


CONSULT-III plus Ver.75.20
VIN:JN8AT2MV6HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LANE CAMERA
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.75.20
VIN:JN8AT2MV6HW
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Explanation
Print
Save
ERASE
1 / 1

All Self Diagnosis Results | ROGUE | T32 | /2017- | JN8AT2MV6HW[redacted]

ABS

Detected DTC	U1002	SYSTEM COMM (CAN)

FFD(Freeze Frame Data)

MONITOR ITEM	VALUE	UNIT
IGN COUNTER	21	

Ignition Switch Status	ON

ENGINE

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
VDC/TCS/ABS	OK	OK
METER/M&A	OK	OK
BCM/SEC	OK	OK
AIRBAG	OK	OK
ICC/ADAS	Not diagnosed	-
HVAC	OK	OK
TCM	OK	OK
MULTI AV	Not diagnosed	-
STRG	Not diagnosed	-
ISG	Not diagnosed	-
EPS	OK	OK
IPDM E/R	OK	OK
e4WD	Not diagnosed	-
AWD/4WD	OK	OK
(TBD)LIB_12V	Error	Error

ABS

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
ECM	OK	OK
METER/M&A	OK	OK
BCM/SEC	OK	OK
ICC/ADAS	Not diagnosed	-
TCM	OK	OK
STRG	OK	OK
e4WD	Not diagnosed	-
AWD/4WD	OK	OK
DIFF LOCK	Not diagnosed	-
4WAS(MAIN)	Not diagnosed	-
LANE CAMERA	Not diagnosed	-
EV/HEV	Not diagnosed	-
4WAS	Not diagnosed	-
CCM	OK	OK

METER/M&A

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
ECM	OK	OK
VDC/TCS/ABS	OK	OK
BCM/SEC	OK	OK
AIRBAG	OK	OK
ICC/ADAS	OK	OK
HVAC	Not diagnosed	-
TCM	OK	OK
MULTI AV	Not diagnosed	-
EHS/PKB	Not diagnosed	-
STRG	Not diagnosed	-
HCM/VCM	Not diagnosed	-
EPS	OK	OK
IPDM E/R	OK	OK
BCM	OK	OK
TCU	Not diagnosed	-
e4WD	Not diagnosed	-
I-KEY	Not diagnosed	-
AWD/4WD	OK	OK
DIFF LOCK	Not diagnosed	-
4WS	Not diagnosed	-
SONAR	Not diagnosed	-
LANE CAM	Not diagnosed	-
AFS	Not diagnosed	-
EV/HEV	Not diagnosed	-
4WAS	Not diagnosed	-
E-SUS	Not diagnosed	-
VSP	Not diagnosed	-
MDU	Not diagnosed	-
AVM	Not diagnosed	-
CCM	OK	OK

BCM

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
ECM	OK	OK
VDC/TCS/ABS	OK	OK
METER/M&A	OK	OK
AIRBAG	Not diagnosed	-
ICC/ADAS	Not diagnosed	-
HVAC	Not diagnosed	-
TCM	OK	OK
MULTI AV	Not diagnosed	-
IPDM E/R	OK	OK
TIRE-P	Not diagnosed	-
Lane camera	Not diagnosed	-
ASD	Not diagnosed	-
ASDR	Not diagnosed	-
EV/HEV	Not diagnosed	-
PBD	OK	OK
BRAKE	Not diagnosed	-
VSP	Not diagnosed	-
TCU	OK	OK
CCM	Not diagnosed	-

BCM

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
ECM	Not diagnosed	-
VDC/TCS/ABS	Not diagnosed	-
METER/M&A	Not diagnosed	-
AIRBAG	Not diagnosed	-
ICC/ADAS	OK	OK
HVAC	OK	OK
TCM	Not diagnosed	-
MULTI AV	Not diagnosed	-
IPDM E/R	Not diagnosed	-
TIRE-P	Not diagnosed	-
Lane camera	OK	OK
ASD	Not diagnosed	-
ASDR	Not diagnosed	-
EV/HEV	Not diagnosed	-
PBD	Not diagnosed	-
BRAKE	Not diagnosed	-
VSP	Not diagnosed	-
TCU	Not diagnosed	-
CCM	Not diagnosed	-

AIR BAG

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
ECM	OK	OK
METER/M&A	OK	OK
BCM/SEC	OK	OK
TCM	OK	OK
STRG	OK	OK
IPDM E/R	OK	OK
EV/HEV	Error	Error

ICC/ADAS

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
CCM	OK	OK

ICC/ADAS

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
ECM	OK	OK
VDC/TCS/ABS	OK	OK
METER/M&A	OK	OK
BCM/SEC	OK	OK
HVAC	OK	OK
TCM	OK	OK
MULTI AV	OK	OK

EHS/PKB	Not diagnosed	-
STRG	OK	OK
EPS	Not diagnosed	-
IPDM E/R	OK	OK
AWD/4WD	Not diagnosed	-
SONAR	Not diagnosed	-
EV/HEV	Not diagnosed	-
BRAKE	Not diagnosed	-
EMCM	Not diagnosed	-
AVM	Not diagnosed	-
CCM	Not diagnosed	-
DAST 3	Not diagnosed	-
ICC/ADAS 2	Error	Error

ICC/ADAS

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
LASER	OK	OK
SONAR	Not diagnosed	-
LANE CAM	Not diagnosed	-
APA	Not diagnosed	-
SIDE RADAR LEFT	OK	OK
SIDE RADAR RIGHT	OK	OK
BSW/BUZ	Not diagnosed	-
AVM	Not diagnosed	-
ICC/ADAS 2	OK	OK

HVAC

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
ECM	OK	OK
METER/M&A	OK	OK
BCM/SEC	OK	OK
MULTI AV	Not diagnosed	-
IPDM E/R	OK	OK

TRANSMISSION

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
ECM	OK	OK
VDC/TCS/ABS	OK	OK
METER/M&A	OK	OK
BCM/SEC	OK	OK
ICC/ADAS	Not diagnosed	-
HVAC	Not diagnosed	-
MULTI AV	Not diagnosed	-
IPDM E/R	OK	OK
AWD/4WD	OK	OK
SHIFT	Not diagnosed	-

MDU	Not diagnosed	-
CCM	OK	OK

MULTI AV

MONITOR ITEM	PRESENT	PAST
ECM	Not diagnosed	-
VDC/TCS/ABS	Not diagnosed	-
METER/M&A	OK	OK
BCM/SEC	OK	OK
AVM	OK	OK

EPS/DAST 3

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
ECM	OK	OK
VDC/TCS/ABS	OK	OK
METER/M&A	OK	OK
BCM/SEC	OK	OK
ICC/ADAS	Not diagnosed	-
STRG	OK	OK
IPDM E/R	OK	OK
SONAR	Not diagnosed	-
EV/HEV	Not diagnosed	-
AVM	Not diagnosed	-

IPDM E/R

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
ECM	OK	OK
METER/M&A	OK	OK
BCM/SEC	OK	OK
TCM	OK	OK

AIR PRESSURE MONITOR

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
ECM	OK	OK
VDC/TCS/ABS	OK	OK
METER/M&A	OK	OK
AIRBAG	Not diagnosed	-
HVAC	Not diagnosed	-
TCM	OK	OK
IPDM E/R	OK	OK
Lane camera	Not diagnosed	-
DISPLAY	Not diagnosed	-
ASD	Not diagnosed	-
ASDR	Not diagnosed	-
EV/HEV	Not diagnosed	-
PBD	OK	OK

BRAKE	Not diagnosed	-
VSP	Not diagnosed	-
(TBD)AutoTrunk	Not diagnosed	-
TCU	OK	OK

LASER/RADAR

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
VDC/TCS/ABS	OK	OK
METER/M&A	OK	OK
BCM/SEC	OK	OK
ICC/ADAS	OK	OK
STRG	OK	OK
IPDM E/R	OK	OK
LASER	OK	OK

AUTO DRIVE POS.

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	Not diagnosed	-
VDC/TCS/ABS	OK	OK
METER/M&A	OK	OK
BCM/SEC	OK	OK
TCM	OK	OK
MULTI AV	Not diagnosed	-
IPDM E/R	OK	OK
CCM	Not diagnosed	-

ALL MODE AWD/4WD

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
ECM	OK	OK
VDC/TCS/ABS	OK	OK
METER/M&A	OK	OK
BCM/SEC	OK	OK
TCM	OK	OK
STRG	OK	OK
IPDM E/R	OK	OK
EV/HEV	Not diagnosed	-

LANE CAMERA

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
VDC/TCS/ABS	OK	OK
METER/M&A	OK	OK
BCM/SEC	OK	OK
ICC/ADAS	OK	OK
MULTI AV	Not diagnosed	-
STRG	OK	OK
IPDM E/R	OK	OK

LANE CAMERA

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	Error	Error

AUTO BACK DOOR

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
ECM	Not diagnosed	-
VDC/TCS/ABS	OK	OK
METER/M&A	OK	OK
BCM/SEC	OK	OK
TCM	Not diagnosed	-
IPDM E/R	OK	OK

SIDE RADAR LEFT

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
ICC/ADAS	OK	OK
IPDM E/R	OK	OK

SIDE RADAR LEFT

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	Error	Error
ICC/ADAS	Error	Error
IPDM E/R	Error	Error

SIDE RADAR RIGHT

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
ICC/ADAS	OK	OK
IPDM E/R	OK	OK

SIDE RADAR RIGHT

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	Error	Error
ICC/ADAS	Error	Error
IPDM E/R	Error	Error

TELEMATICS

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
ECM	OK	OK
VDC/TCS/ABS	OK	OK
METER/M&A	OK	OK
BCM/SEC	OK	OK
AIRBAG	OK	OK
HVAC	Not diagnosed	-
IPDM E/R	OK	OK
DISPLAY	Not diagnosed	-
HCM/VCM	Not diagnosed	-
HV BAT	Not diagnosed	
CHARGER/PD MODULE	Not diagnosed	

AVM

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
ECM	OK	OK
VDC/TCS/ABS	OK	OK
METER/M&A	OK	OK
BCM/SEC	OK	OK
ICC/ADAS	Not diagnosed	-
HVAC	Not diagnosed	-
TCM	OK	OK
MULTI AV	OK	0
STRG	OK	OK
EPS	Not diagnosed	-
IPDM E/R	OK	OK
4WS	Not diagnosed	-
SONAR	Not diagnosed	-
EV/HEV	Not diagnosed	-
BSW/BUZ	Not diagnosed	-

CHASSIS CONTROL

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
ECM	OK	OK
VDC/TCS/ABS	OK	OK
METER/M&A	OK	OK
BCM/SEC	OK	OK
ICC/ADAS	OK	OK
HVAC	Not diagnosed	-
TCM	OK	OK
MULTI AV	Not diagnosed	-
EHS/PKB	Not diagnosed	-
STRG	OK	OK
IPDM E/R	OK	OK
EV/HEV	Not diagnosed	-
BRAKE	Not diagnosed	-
CCM	OK	OK
DAST 3	Not diagnosed	-

CHASSIS CONTROL

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
ICC/ADAS	OK	OK
LANE CAM	Not diagnosed	-
CCM	OK	OK
DAST 1	Not diagnosed	-

ICC/ADAS 2

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
ECM	Not diagnosed	-
VDC/TCS/ABS	OK	OK
METER/M&A	OK	OK
BCM/SEC	OK	OK
ICC/ADAS	OK	OK
TCM	OK	OK
STRG	OK	OK
IPDM E/R	OK	OK
AVM	OK	OK

ICC/ADAS 2

MONITOR ITEM	PRESENT	PAST
TRANSMIT DIAG	OK	OK
ICC/ADAS	OK	OK
SONAR	Not diagnosed	-
LANE CAM	Not diagnosed	-
SIDE RADAR LEFT	Not diagnosed	-
SIDE RADAR RIGHT	Not diagnosed	-
AVM	Not diagnosed	-

3ch CAN GATEWAY

MONITOR ITEM	PRESENT	PAST
METER/M&A	OK	OK
BCM/SEC	OK	OK
IPDM E/R	OK	OK

AV&NAVI C/U

MONITOR ITEM	PRESENT	PAST
Cluster	OK	OK

LASER/RADAR

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

FFD(Freeze Frame Data)

MONITOR ITEM	VALUE	UNIT
ODO/TRIP METER	3877	mile

Search

Samaritan Potter Help & Training

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [15] | Case Categorizations [0] | Open Activities [2] | Activity History [1] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [20] | Emails [0]

Case Detail

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

Account Name	[redacted]	Case Number	[redacted]
Contact Email		Case Owner	DeHenry Kidd [Change]
Home Phone		Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	3/14/2018 11:49 AM
Letter Received Date		Date/Time Closed	
Follow Up Date	5/4/2018	Multiple Repairs	No
Follow Up Request	Send Follow Up Email		
Supporting Documents		DRT Support Status	Pending
CA Multiple Repairs		DRT Support IIR Status	Accepted
Executive Actions To Resolve		DRT Resolution Status	
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,200		

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	JN8AT2MV6HV[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29617	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	BARON 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		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Primary & Secondary Root Cause Code

What is the issue?	IR - Incomplete / Improper Repair or Service	What is the issue? (2)	
What Department?	S - Service Department	What Department? (2)	
Where did this originate?	C - Customer	Where did this originate? (2)	
Special Root Cause Closing Code		Special Root Cause Closing Code (2)	

Action Code

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

DTS Request

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

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AT2MV6HW[redacted]		
Created By	Iain Hadden, 3/14/2018 11:49 AM	Root Cause Code	SCIR
Last Modified By	DeHenry Kidd, 4/23/2018 7:49 AM	Root Cause Code (2)	
Legacy Case Number		Action Code	NT8F
Root Cause		Priority	N/A

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

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By: DeHenry Kidd (4/23/2018 7:49 AM)** Arbs-DK received an email from DTS stating that the inspection is completed. Arbs is now waiting on a decision from PL.
Make Public		**Created By: DeHenry Kidd (4/18/2018 9:40 AM)** [redacted] Arbs-DK called customer at 940am no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] call ended.
Make Public		**Created By: DeHenry Kidd (4/18/2018 9:34 AM)** Arbs has reached out to DTS to see if the report has been uploaded to the FTP site arbs is waiting on a reply.
Make Public		**Created By: Catherine Myke (4/17/2018 11:35 AM)** CRR-CM <VERIFIED> Account Info including: C's name, home & email address & best contact# CRR-CM CHECKED for open campaigns and found:0 CRR-CM CHECKED for previous UNRELATED Case and found:0 CRR-CM CHECKED previous RELATED Case and found: 0 CRR-CM NOTED concern is: C waiting for a call back from Arbs Received in bond call from C C stated that C is unhappy that C has been waiting for a week for someone to contact C C stated that C is upset that C has to drive a VEH that C feels unsafe in C stated that C was driving April 16 2018 about 35 miles per hour when the VEH did the same thing CRR-CM advised C that C is has a follow up date for April 18 2018 CRR-CM advised C that CRR-CM will send an internal email to the agent advising that the same thing happened to C while driving the VEH CRR-CM< asked C if there was anything else that CRR-CM can assist with C declined CRR-CM provided C with Case # [redacted] and agent ID [redacted] C understood and appreciated the assistance Best Contact #[redacted] Call ended mutually
Make Public		**Created By: DeHenry Kidd (3/23/2018 10:26 AM)** Arbs has contacted customer and the dealer SA-Jason to let them know the inspection date is set for 4/11.
Make Public		**Created By: DeHenry Kidd (3/19/2018 3:14 PM)** Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time
Make Public		**Created By: DeHenry Kidd (3/19/2018 3:11 PM)** Verified Name Address Phone# VIN Mileage Responsible Dealer Checked for open Recalls/Campaigns: None Arbs call customer to discuss case, customer stated this incident has happen 3 times where the vehicle would slow down in front of customer with no one in front of he since customer bought the vehicle, customer stated this recent incident customer was driving on Northing Blvd. a 4 lane hwy with no hills, guard rails, or rail road tracks. Customer stated the area is full of trees. Customer stated the prior two incidents were in the same type of setting. Customer stated the weather was clear also. Customer stated she feels unsafe in the vehicle and feels this should not happen. Arbs-DK informed customer that Arbs would setup an inspection. Arbs-DK stated once arbs has the date Arbs will let the dealer and customer know. Arbs-DK also stated that the process could take up to 6 weeks for everything to be done and process to determine a decision. Arbs stated that if customer decide to get alternate transportation it will be at the customer expense due to NNA does not offer assistance during the inspection period customer understood. **Customer stated she will be on vacation from March 28th - April 9th so the inspection can happen either before or after April.
Make Public		**Created By: DeHenry Kidd (3/19/2018 11:29 AM)** [redacted]

Arbs-DK called customer at 1129am no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] call ended.

Make Public

Created By: Samantha Dixon (3/15/2018 7:55 AM)
C contacted NNA about FEB concerns.

Make Private ✓

Created By: Amanda Yett (3/14/2018 2:59 PM)
RCAS-AY submitted IIR.

Make Private ✓

Created By: Amanda Yett (3/14/2018 2:58 PM)
RCAS-AY unable to datanet.

Created By: Amanda Yett (3/14/2018 2:57 PM)
RCAS-AY placed outbound call to Customer at [redacted] on 3/14/2018 @ 2:30 PM.
RCAS-AY VERIFIED C's name, home & email address, concern, and phone.
RCAS-AY ADVISED "This call may be recorded for quality and training purposes."

RCAS-AY CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: [redacted]
Previous RELATED Case(s) Found: 0

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

C stated that automatic braking brakes when it is not supposed to.

RCAS-AY began IIR.

RCAS-AY asked how many times concern has occurred.

C stated that it has occurred 3x.

RCAS-AY asked C to explain what happened.

C stated that veh slows down dramatically and eventually picks up veh.
C stated that something flashes on dashboard.
C stated that veh does not come to a complete stop.
C stated that veh slows down and shakes.

Make Private ✓

RCAS-AY asked if it occurred the same on

C stated that at 107 and Northern Boulevard.

RCAS-AY asked where veh is located.

C stated that veh is with C.

RCAS-AY understood.
RCAS-AY asked how C would like NNA to be involved at this time.

C stated that C would like veh fixed.
C stated that if fix is unavailable, C should be given a different veh until it is fixed.

RCAS-AY advised that RCAS-AY can reach out to DLR about a loaner veh.
RCAS-AY advised someone will be further reviewing case and calling C in the next 3 busines days.

C confirmed that this is the best number.

RCAS-AY asked what is the best time for C to be reached.

C requested callback at 12 pm ET.

RCAS-AY advised RCAS-AY noted that in the case.

C declined further assistance.

RCAS-AY thanked C for C's time.

Call ended mutually.

Make Private ✓

Created By: Amanda Yett (3/14/2018 2:29 PM)
RCAS-AY placed outbound call to BARON NISSAN on 3/14/18 at 2:16 PM and spoke with SM-Frank.
SM-Frank advised C is having concerns with FEB.
SM-Frank advised region has been experiencing snow and ice lately.
SM-Frank advised C to call NNA.

Make Public

Created By: Iain Hadden (3/14/2018 11:56 AM)
CASE SUMMARY
C is seeking assistance with getting specialist of sorts to meet C at DLR for ABS repairs
CUSTOMER: [redacted]
Best contact#
VIN: JN8AT2MV6HW[redacted]
mileage- 3200 miles
BARON NISSAN
case pending decision from RCAS

Make Public

Created By: Iain Hadden (3/14/2018 11:55 AM)
CRR-I.H <OPENED or VERIFIED> Account Info including: C's name, home address, & best contact#
CRR-I.H VERIFIED VEH Info including: VIN#, mileage & warranty
CRR-I.H CHECKED for open recalls/campaigns and found: 0
CRR-I.H CHECKED for previous UNRELATED Case(s) and found: 1
CRR-I.H CHECKED previous RELATED Case(s) and found: 0
CRR-I.H NOTED concern is: seeking assistance with getting specialist of sorts to meet C at DLR for ABS repairs

****
C called in to NNA after being referred here from the DLR
C stated that when C called DLR about making service appointment for this repair the DLR said they couldn't assist C and C was to call NNA to get specialist to meet C at DLR for this repair

CRR-IH called service department at the DLR and spoke with SA- Frank who said that for C's ABS concern specialist is needed as there is "no fix" for this concern as of yet
CRR-IH advised C that case will be started for C for further assistance
CRR-IH advised C that case will be sent to RCAS for review
CRR-IH advised C that RCAS will contact C by end of next business day
CRR-IH asked C if any further assistance may be provided
C declined
CRR-IH provided C with case# [redacted]
Best contact# [redacted]
Call ended mutually
CRR-IH sending case to RCAS for review

Case Categorizations

New Case Categorization | Case Categorizations Help

No records to display

Open Activities

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

Action	Subject	Status	Due Date	Type	Action Taken	Name	Assigned To	Last Modified Date/Time	Last Modified By Alias
Edit | Cls	IIR	Not Started	3/16/2018			[redacted]	DeHenry Kidd	3/15/2018 7:57 AM	ARBS-SD
Edit | Cls	DTS Follow Up [redacted] BARON NISSAN	Not Started	3/21/2018				DeHenry Kidd	3/19/2018 3:13 PM	ARBS-DK

Activity History

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

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Request [redacted] BARON NISSAN			3/21/2018	Kevin MacKay		Completed	4/22/2018 12:00 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, 3/14/2018 2:57 PM	3/14/2018			JN8AT2MV6HW[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	4/11/2018 1:00 PM	[redacted]	[redacted]	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
4/23/2018 7:49 AM	DeHenry Kidd	Changed **Follow Up Date** from 4/23/2018 to **5/4/2018**.
4/23/2018 7:49 AM	DeHenry Kidd	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AT2MV6HW[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MV6HW**[redacted]
4/18/2018 9:43 AM	DeHenry Kidd	Changed **Follow Up Date** from 4/18/2018 to **4/23/2018**.
4/17/2018 11:35 AM	Catherine Myke	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AT2MV6HW[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MV6HW**[redacted]
4/10/2018 8:44 AM	DeHenry Kidd	Changed **Follow Up Date** from 4/10/2018 to **4/18/2018**.
3/23/2018 10:27 AM	DeHenry Kidd	Changed **Follow Up Date** from 3/23/2018 to **4/10/2018**.
3/21/2018 5:09 PM	DeHenry Kidd	Changed **Follow Up Date** from 3/21/2018 to **3/23/2018**.
3/19/2018 11:32 AM	DeHenry Kidd	Changed **Follow Up Date** from 3/19/2018 to **3/21/2018**.
3/15/2018 7:56 AM	Samantha Dixon	Changed **Case Owner** from Amanda Yett to **DeHenry Kidd**.
3/15/2018 7:55 AM	Samantha Dixon	Changed **Description**.
3/14/2018 2:58 PM	Amanda Yett	Changed **Follow Up Date** from 3/15/2018 to **3/19/2018**.
		Changed **Description**.
3/14/2018 11:56 AM	Iain Hadden	Changed **Escalated By ID** to [redacted]
		Changed **Case Owner** from Iain Hadden to **Amanda Yett**.
3/14/2018 11:54 AM	Iain Hadden	Changed **Case Servicing Dealer** to **BARON NISSAN**.
3/14/2018 11:49 AM	Iain Hadden	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 3/14/2018 to **3/15/2018**.
		Changed **VIN** to **JN8AT2MV6HW**[redacted]
		Changed **Subject** to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MV6HW**[redacted]
		Created.

Emails

Send an Email | Emails Help

No Emails Available

Back To Top

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Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV6HW[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 Oyster Bay State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 7/4/2017 VIN JN8AT2MV6HW[redacted]

Mileage 4512 License # [redacted] State NY Country United States

Special equipment & accessories VEHICLE EQUIPPED WITH AFTERMARKET FLOOR MATS.

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

Number	Description	Status	Date
N/A	NONE	○ Open ○ Closed	4/22/2018

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 3/13/2018 Time 6:45 PM

Location of Incident (describe fully) Northern Boulevard is the only location provided.

Weather Conditions (Rain/Snow/Dry/Etc.) Dry, partly cloudy.

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 [redacted]
VIN JN8AT2MV6HW[redacted]

Overnight temperature prior to incident: 37°F
Length of time parked: Not Given.

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant): Claimant stated that their vehicle slows down dramatically and eventually picks up vehicle. Claimant stated that something flashes on their dashboard. Claimant stated that their vehicle does not come to a complete stop. Claimant stated that when issue is present, their vehicle slows down and shakes. Claimant stated this incident has happened three times where their vehicle would slow down with no one in front of their vehicle. Claimant stated this recent incident she was driving on Northing Blvd which is a four lane road with no hills, guard rails, or rail road tracks. Claimant stated the area is full of trees. Claimant stated the prior two incidents were in the same type of setting. Claimant stated the weather was clear also.

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

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

Special Circumstances: None given

Actions taken after incident and results of those actions: Claimant alleges vehicle operated normally following incident.

Vehicle Estimated Speed: Not Given Source: claimant Posted Speed Limit: Not Given

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

Witness Present? ○ YES ◉ NO

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

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

#	Allegation	Allegation made by
1	Claimant alleges that the Forward Emergency Braking system will operate with no objects in front of their vehicle.	Claimant

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV6HW[redacted]

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



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

Address [redacted] Oyster Bay, 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 Claimant

VI. Investigation Results

Date of vehicle inspection 4/11/2018

Location of inspection Baron Nissan.

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

Vehicle exhibits no sighs of impact or collision trauma.

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

Photos taken by Kevin D. Mackay # Photos 87

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

Exterior/Body No abnormalities found. (Please see photos 5 - 35)

Incident Investigation

CAR #
Claimant [redacted]
VIN JN8AT2MV6HW[redacted]

Engine/ Transmission/ Drivetrain	No abnormalities found. (Please see photos 36 - 44)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found. (Please see photos 72 - 79)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found. (Please see photos 47 - 65)
Seat Belts/ Child Restraints (if applicable)	No abnormalities found. (Please see photos 47 - 65)
Air Bags	No abnormalities found. (Please see photos 47 - 65)

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

N/A

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

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

#	Allegation	Factual Findings
1	Claimant alleges that the Forward Emergency Braking system will operate with no objects in front of their vehicle.	Upon inspection, found vehicle exhibits no sighs of impact or collision trauma. Performed C3+ diagnostic inspection and found PAST U1002 CAN SYSTEM stored in ABS and C1A16-97 stored in Laser/Radar unit. Upon inspection of FEB OPERATION LOG, found no recorded history stored. Performed inspection of the Laser/Radar unit as well as the Lane Camera and found no obstructions / trauma to either unit. Additionally, found both connectors to both units fully seated and connected to the units. DTS performed test drive up and down Northern BLVD in both directions of 13 miles in total. Found upon test drive, that no abnormal operation of any FEB / Auto braking system was duplicated.

Add Row | Remove Row

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

Reporter's Signature *Kevin D. Mackay*

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV6HW[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)	N/A
Comments	N/A

II. Diagnostic Download and EDR Data

Instructions:

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

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

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV6HW[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 66 - 71
○	◉	Physical damage to camera? (ie. cracks)	Please see photos 66 - 71
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Please see photos 33 - 35, 43 - 46
○	◉	Physical damage to radar sensor units? (ie. cracks)	Please see photos 33 - 35, 43 - 46
◉	○	Electrical connection to radar module firmly seated?	Please see photos 33 - 35, 43 - 46
◉	○	Electrical connection to camera module firmly seated?	Please see photos 66 - 71
○	○		

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.


11:39 AM
49 °F
Safety Shield
OK = Settings
P
25
4525 miles
MPH
60
80
40
100
140
20
180
220
km/h
0
1
1/2




JN8AT2MV6HW


NEW YORK
[redacted]
10/01/19
NYMA
JN8AT2MV6HW[redacted]
2017 NISSA SUBN
PAS 4 E
10 [redacted] 19
YEAR
[redacted]
VEHICLE REGISTRATION
[redacted]
NEW YORK STATE
SAFETY
INSPECTION
CERTIFICATE
T
JAN
FEB
MAR
APR
MAY
JUN
JUL
AUG
SEP
DEC
NO
2018
NISSAN


10:18 AM
4512 miles










ROGUE


NISSAN
ROGUE
SL AWD


SL AWD


































NISSAN


NISSAN


NISSAN








NISSAN





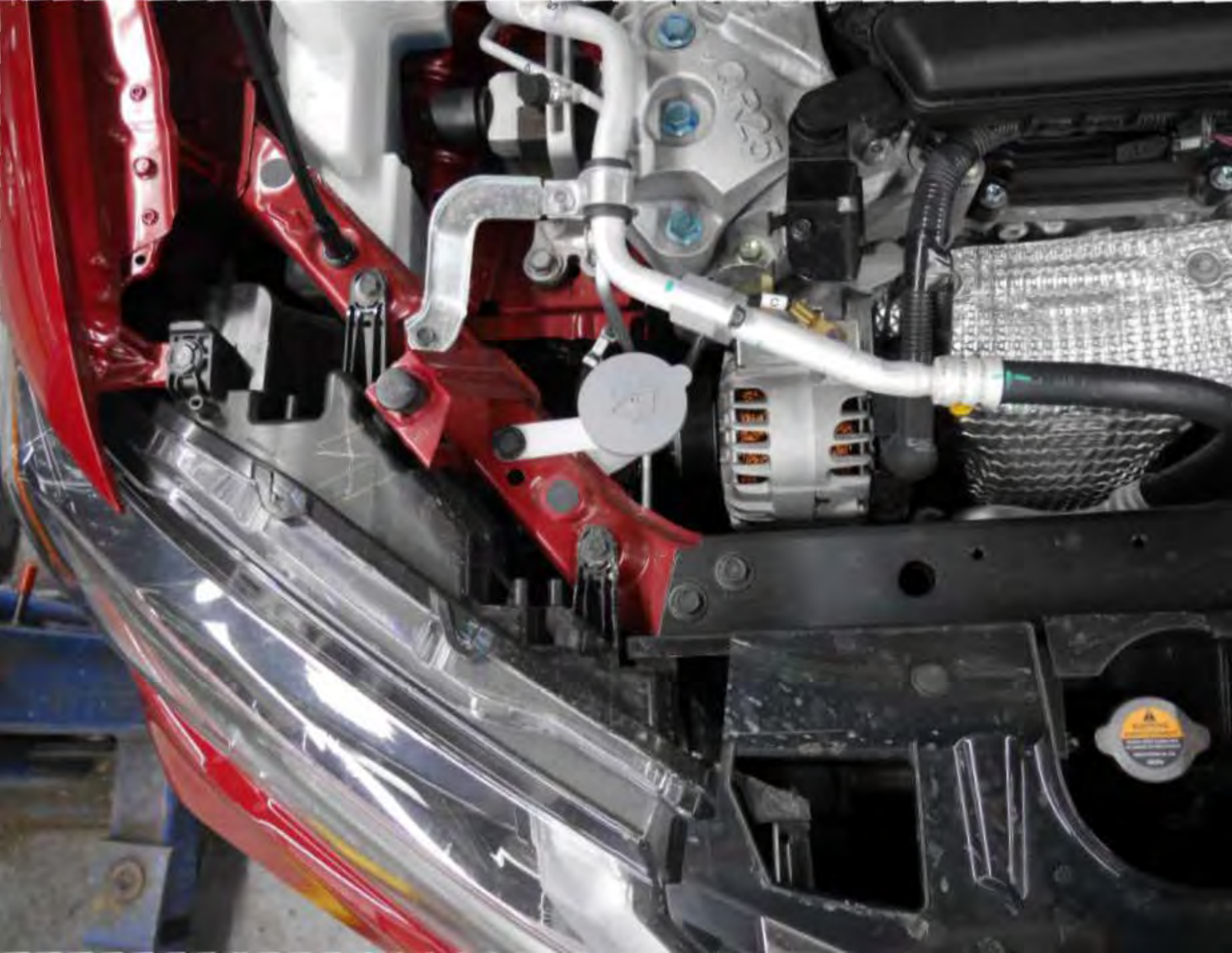

QR25


NISSAN



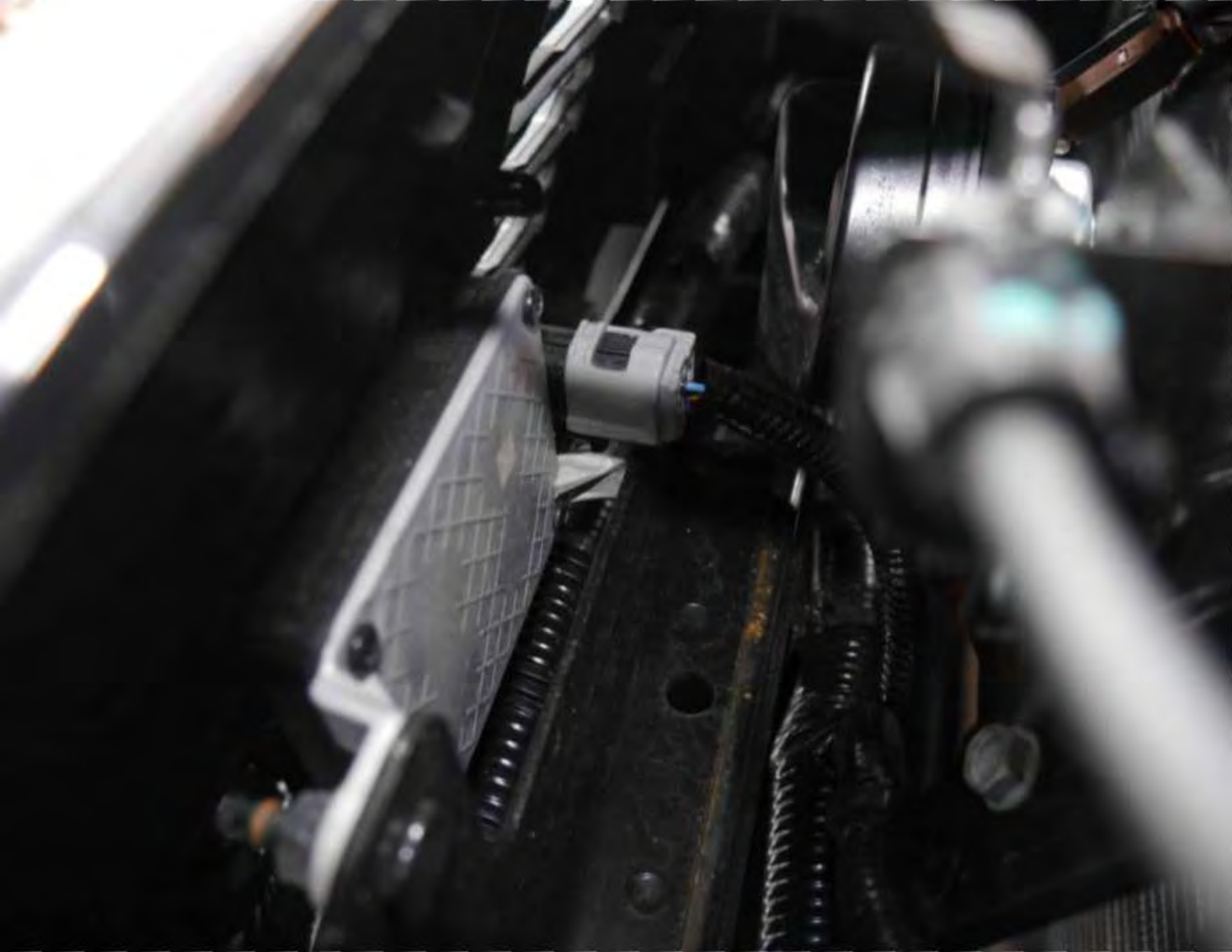

Pb

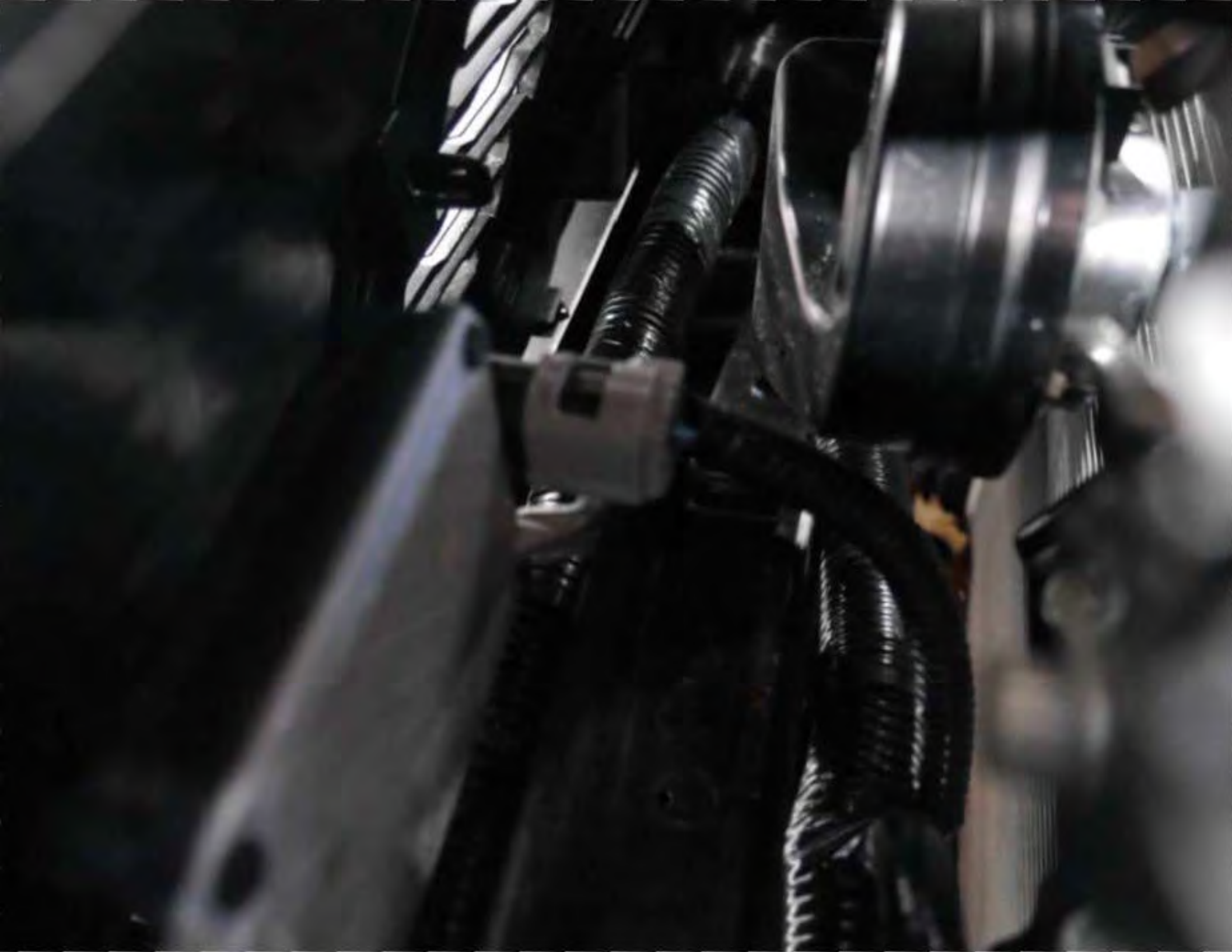





















PUSH
ON-OFF


45089
4BA0A
L




GO
MATH!
























E-ZPass


CF

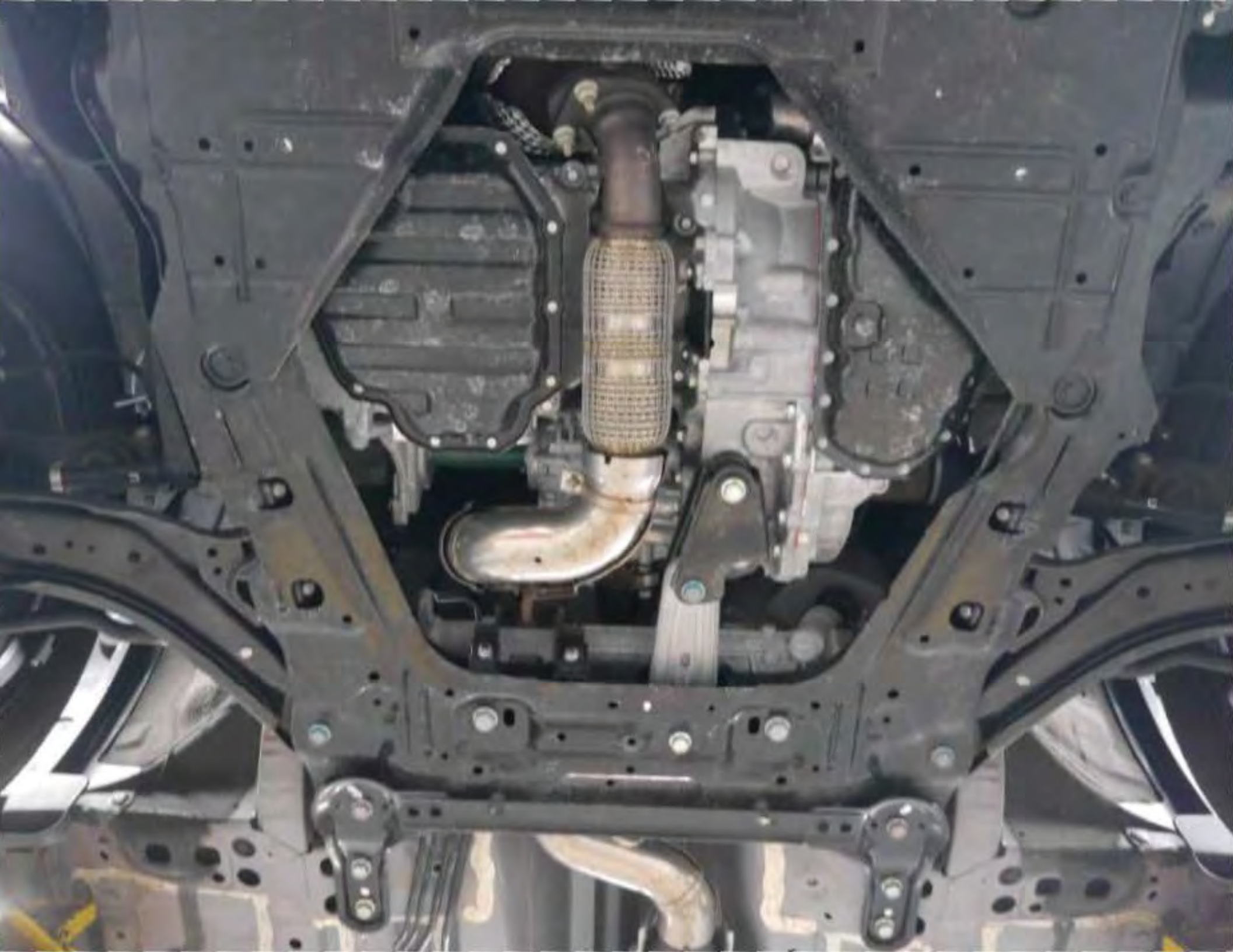

CF
DO NOT DROP
DXP


CF
DO NOT DROP
DXP
284G3 6FL1B
1704702237DXP
234130-255
TRW
1025206


CF














1S






10:37 AM
34°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
N
45
4512miles
RPMx1000
MPH
km/h


10:37 AM
34°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
N
45
45 12 miles
MPH
km/h


10:37 AM
34°F
Driving Aids
Emergency Brake
Blind Spot
N
45
4512 miles
RPMx1000
MPH
km/h


10:37 AM
34°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
N
45
45 12 miles
RPMx1000
MPH
km/h


10:37 AM
34°F
Parking Aids
Moving Object
Cross Traffic
N
45
45 12 miles
MPH
60
80
100
120
140
40
20
0
1/2
1
5
6
7
8
H


10:38 AM
34°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
N
45
4512 miles
MPH
60
80
100
120
140
40
20
0
1/2
1
220 km/h


10:38 AM
34°F
Chassis Control
Trace Control
Engine Brake
N
45
4512 miles
60 MPH
80
100
120
140
40
60
100
140
180
220 km/h
20
0
1/2
1
5
6
8
H



Search

Samaritan Potter Help & Training

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

Vehicle
JN8AT2MV6HW[redacted]

Customize Page | Printable View | Help for this Page

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

Vehicle Detail

VIN	JN8AT2MV6HW[redacted]		
Last Modified By	DeHenry Kidd, 4/23/2018 7:49 AM	Branded Title	
Created By	NNAETL, 8/16/2017 11:31 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	3,200	MSRP	$35,030
Latest Recorded Mileage Units	M		
In Service Date	10/2/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	7/4/2017
Model Year	2017	Plant Name	KYUSHYU (NML)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	29617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	PALATIAL RUBY	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03L92P04U35Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2-PIECE FRONT AND), P04 (SL PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brand
1	BASIC COVERAGE	10/2/2020	36,000				
2	POWERTRAIN COVERAGE	10/2/2022	60,000				
3	SEAT BELT	10/2/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	10/2/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	10/2/2025	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	BARON NISSAN	NMAC lease	ROGUE	10/2/2017	

Vehicle Ownership

Vehicle Ownership

Action	Name	Owner	Begin Date	End Date
View	[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]	3/14/2018 11:49 AM		3,200	Open	0	DeHenry Kidd
| Edit | Cls	[redacted]	VCS	[redacted]	10/14/2017 8:56 AM	10/14/2017 8:56 AM		Closed	0	Melissa Loparo

Service History

Service History Help

Action	SRH Number	PNC Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	[redacted]		PD	9/5/2017	10	NP NP	3670	[redacted]	1
				8/15/2017	1	NP NP	2420		
			I	10/9/2017	16		2404		
			I	10/9/2017	16		2404		
			I	9/5/2017	11	Legend Nissan Ltd	3670		
			I	9/5/2017	11	Legend Nissan Ltd	3670		
			I	9/5/2017	11	Legend Nissan Ltd	3670		
			C	4/15/2018	4,512	[redacted]	2404		
			C	4/15/2018	4,512		2404		
			C	4/15/2018	4,512		2404		
			C	4/15/2018	4,512		2404		
			C	4/15/2018	4,512		2404		

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
8/16/2017 11:31 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

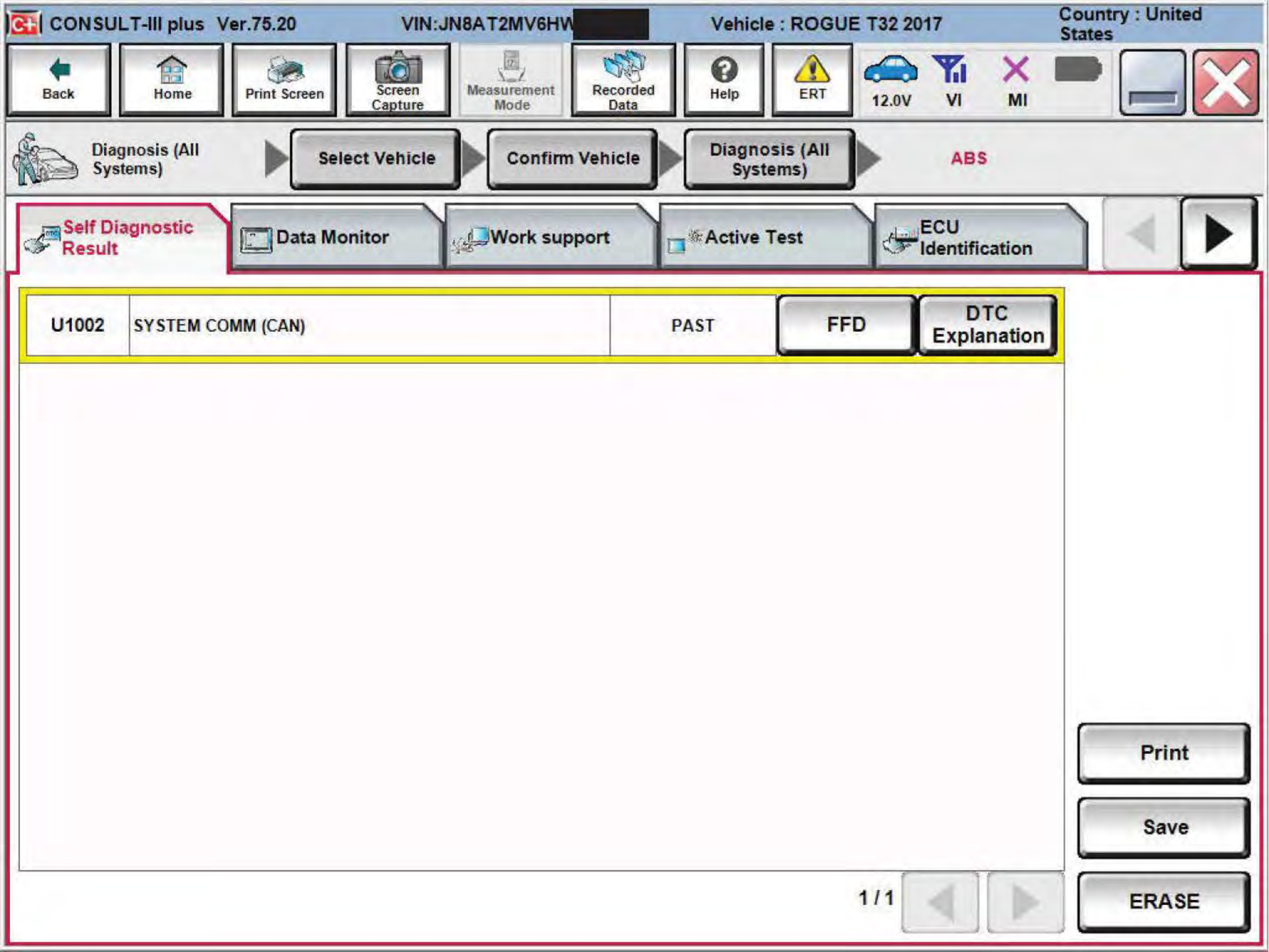
DTS Field Inspections Help

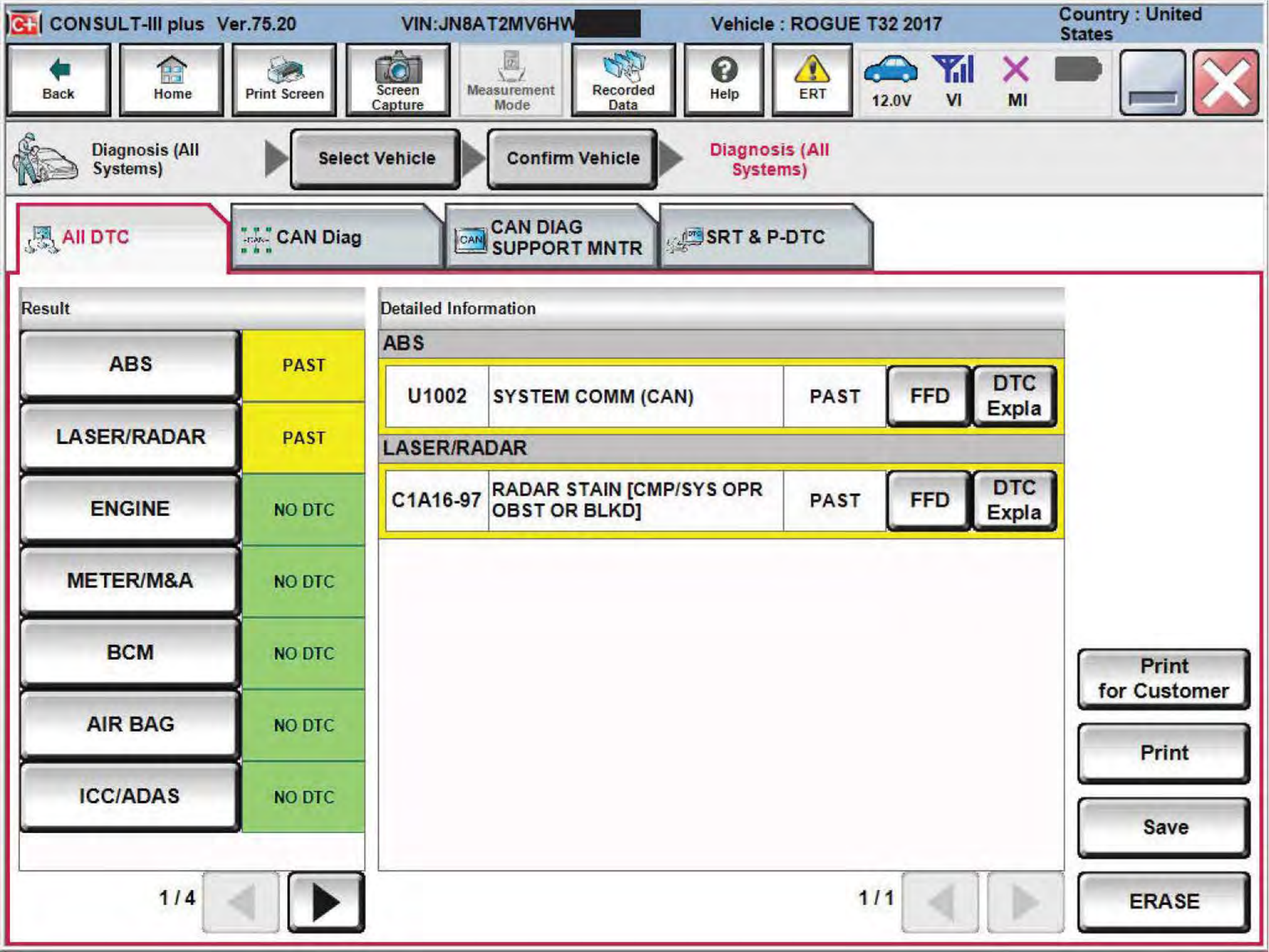
Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	4/10/2018	[redacted]	Kevin	MacKay	NER	4/11/2018 1:00 PM	4/22/2018 10:55 AM

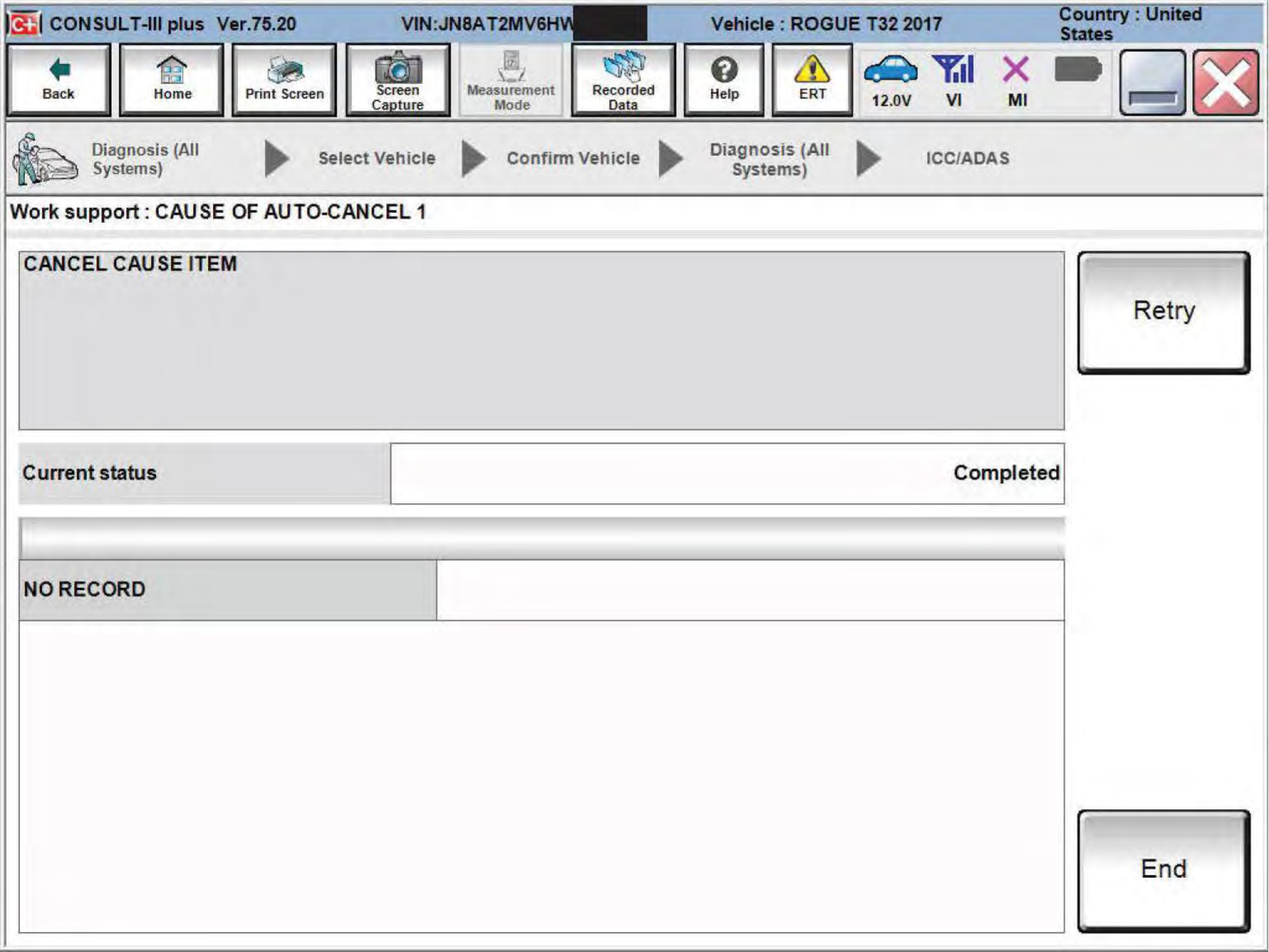
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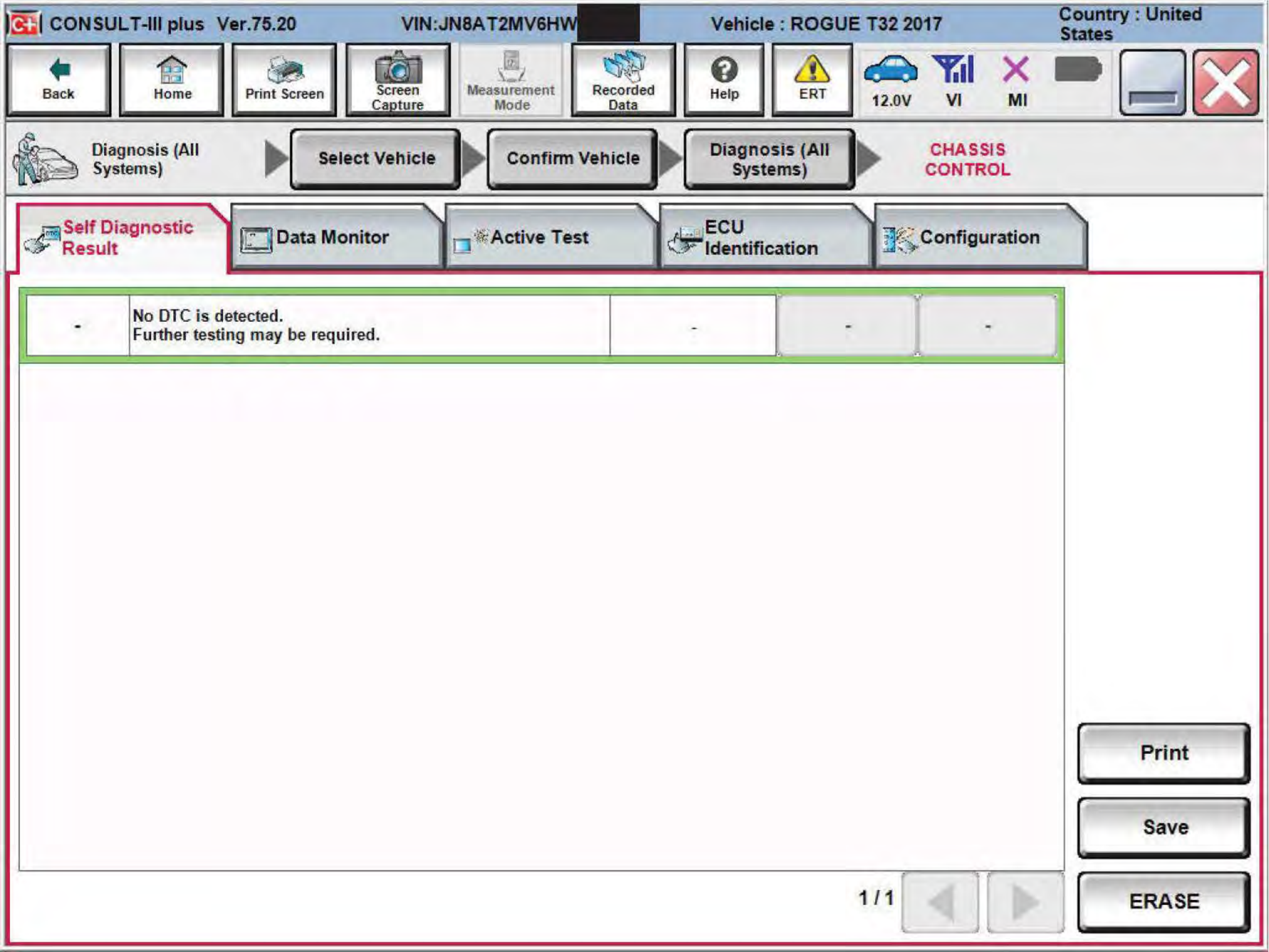
Always show me fewer / more records per related list

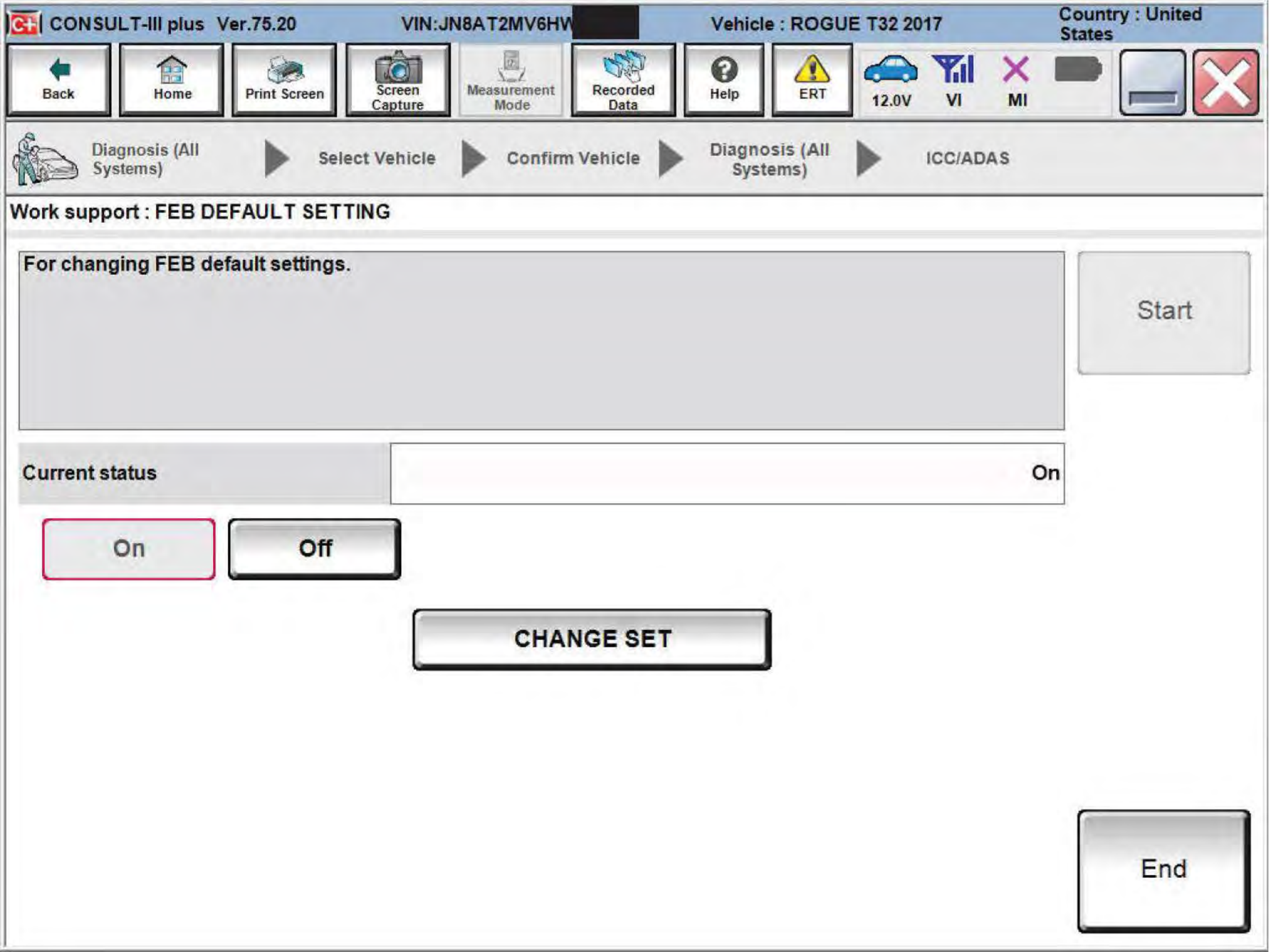
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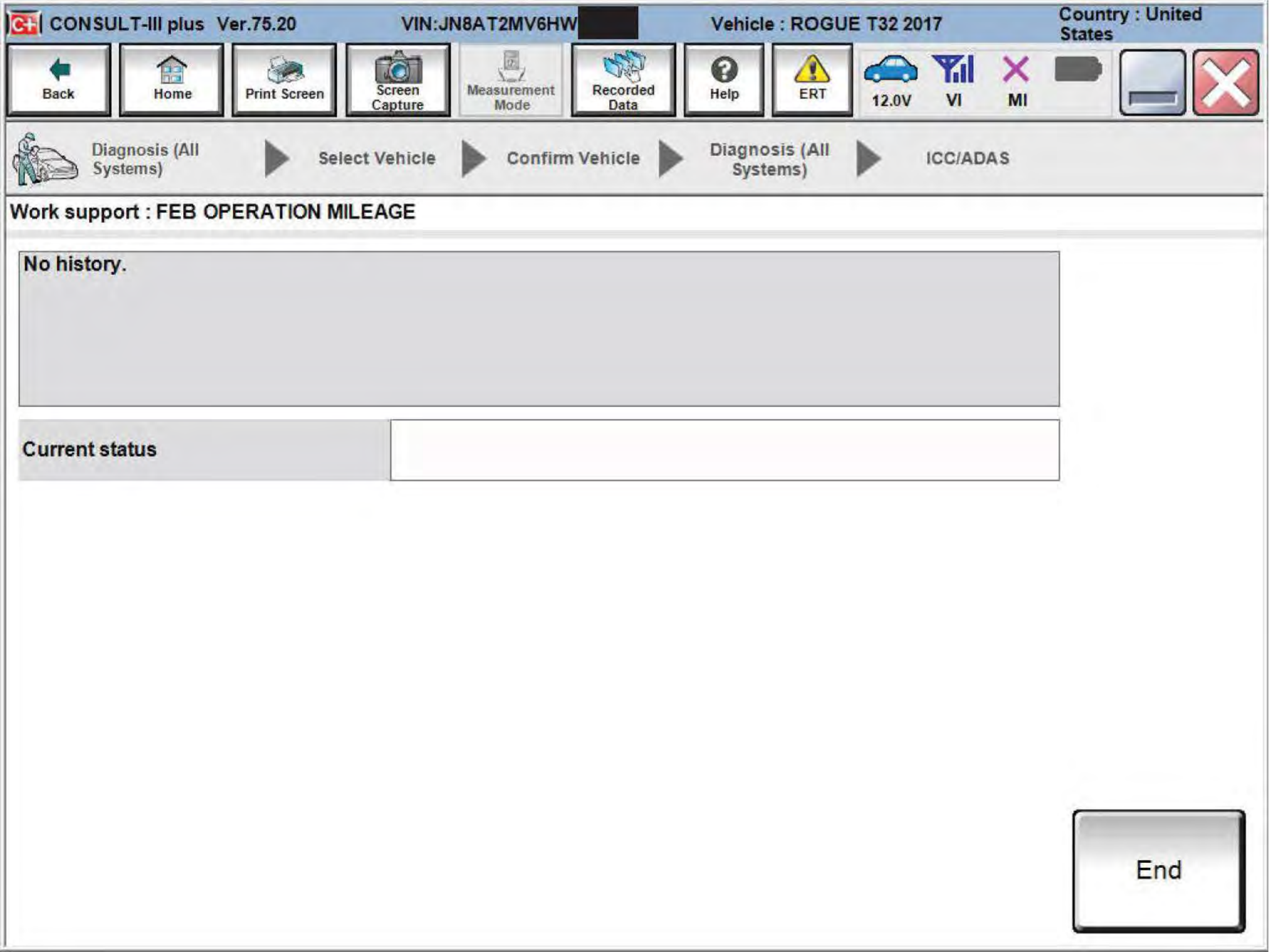

CONSULT-III plus Ver.75.20
VIN:JN8AT2MV6HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ABS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
U1002
SYSTEM COMM (CAN)
PAST
FFD
DTC Explanation
Print
Save
ERASE
1 / 1

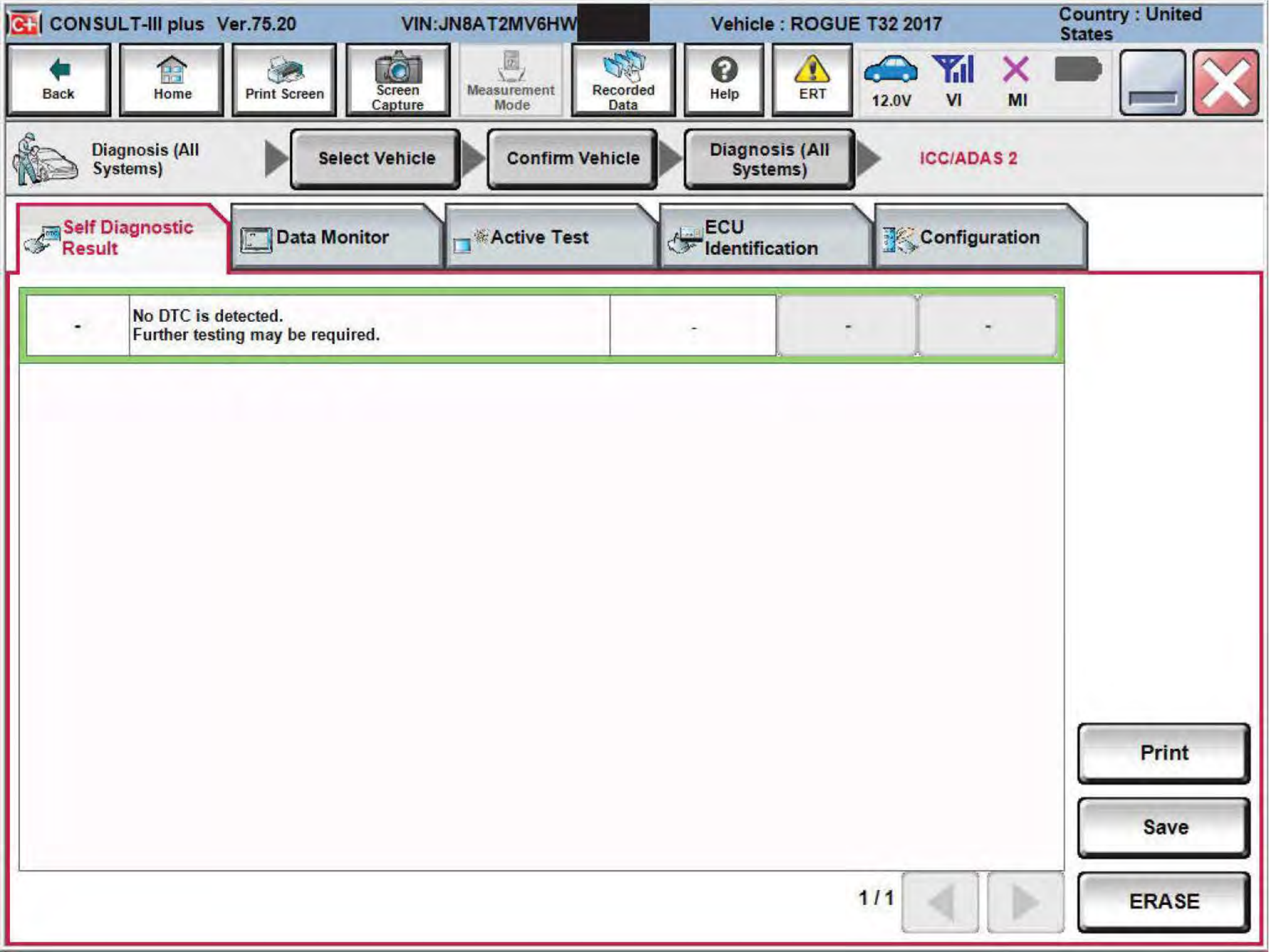

CONSULT-III plus Ver.75.20
VIN:JN8AT2MV6HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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Screen Capture
Measurement Mode
Recorded Data
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Confirm Vehicle
Diagnosis (All Systems)
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CAN 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
1/4
Detailed Information
ABS
U1002
SYSTEM COMM (CAN)
PAST
FFD
DTC Expla
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
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FFD
DTC Expla
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Print for Customer
Print
Save
ERASE

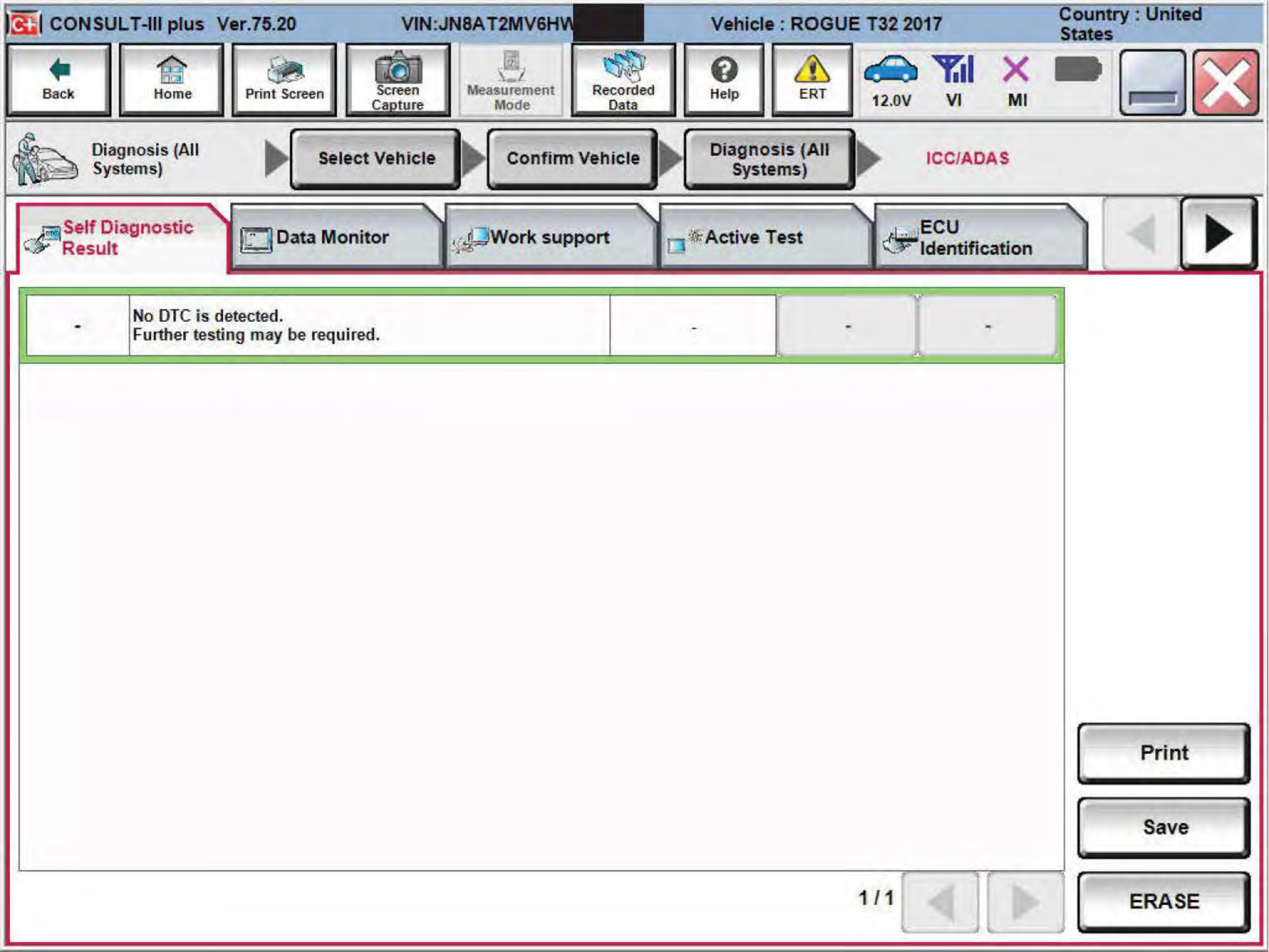

CONSULT-III plus Ver.75.20
VIN:JN8AT2MV6HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End

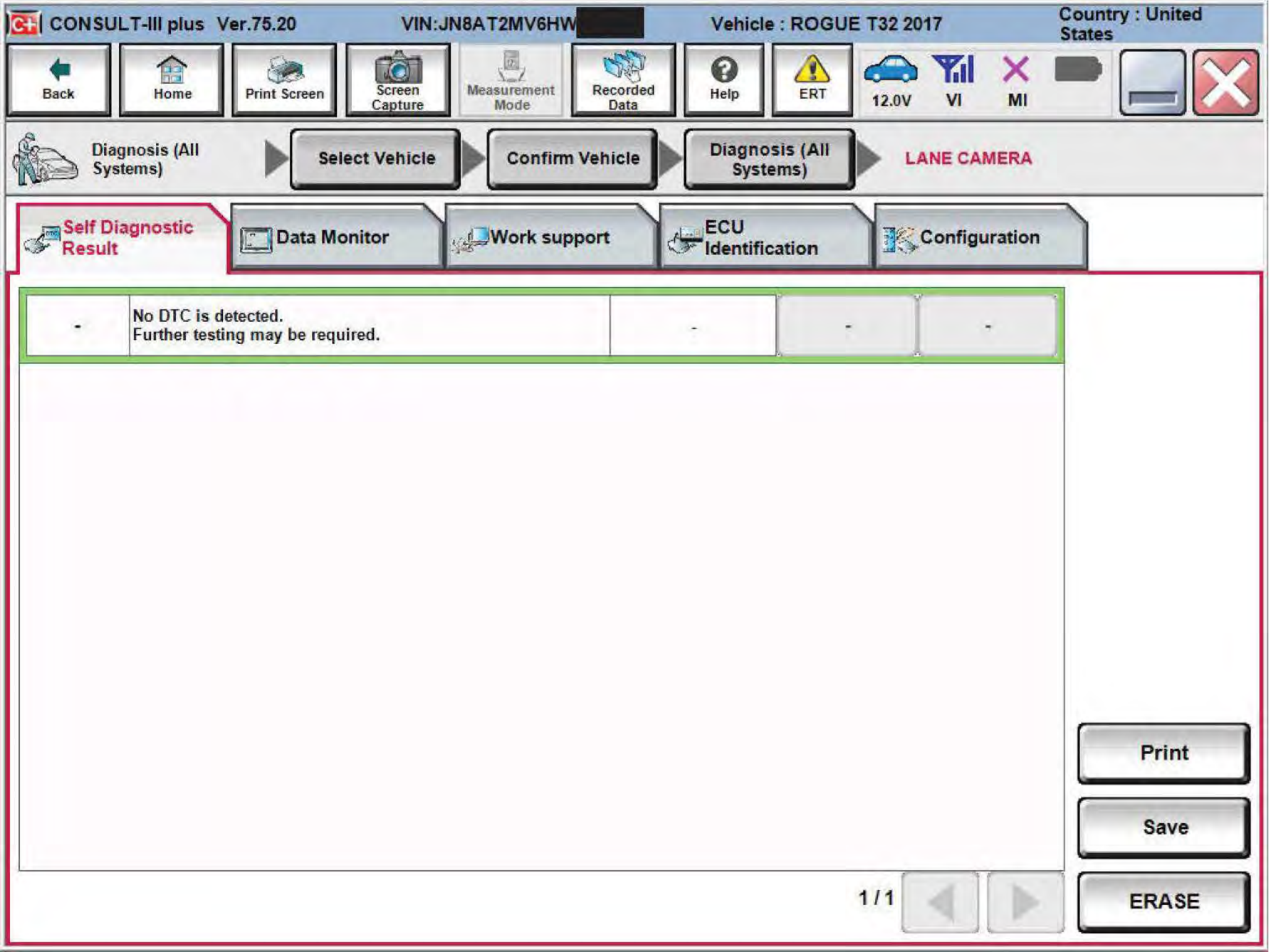

CONSULT-III plus Ver.75.20
VIN:JN8AT2MV6HW
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
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MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
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Print
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ERASE
1 / 1

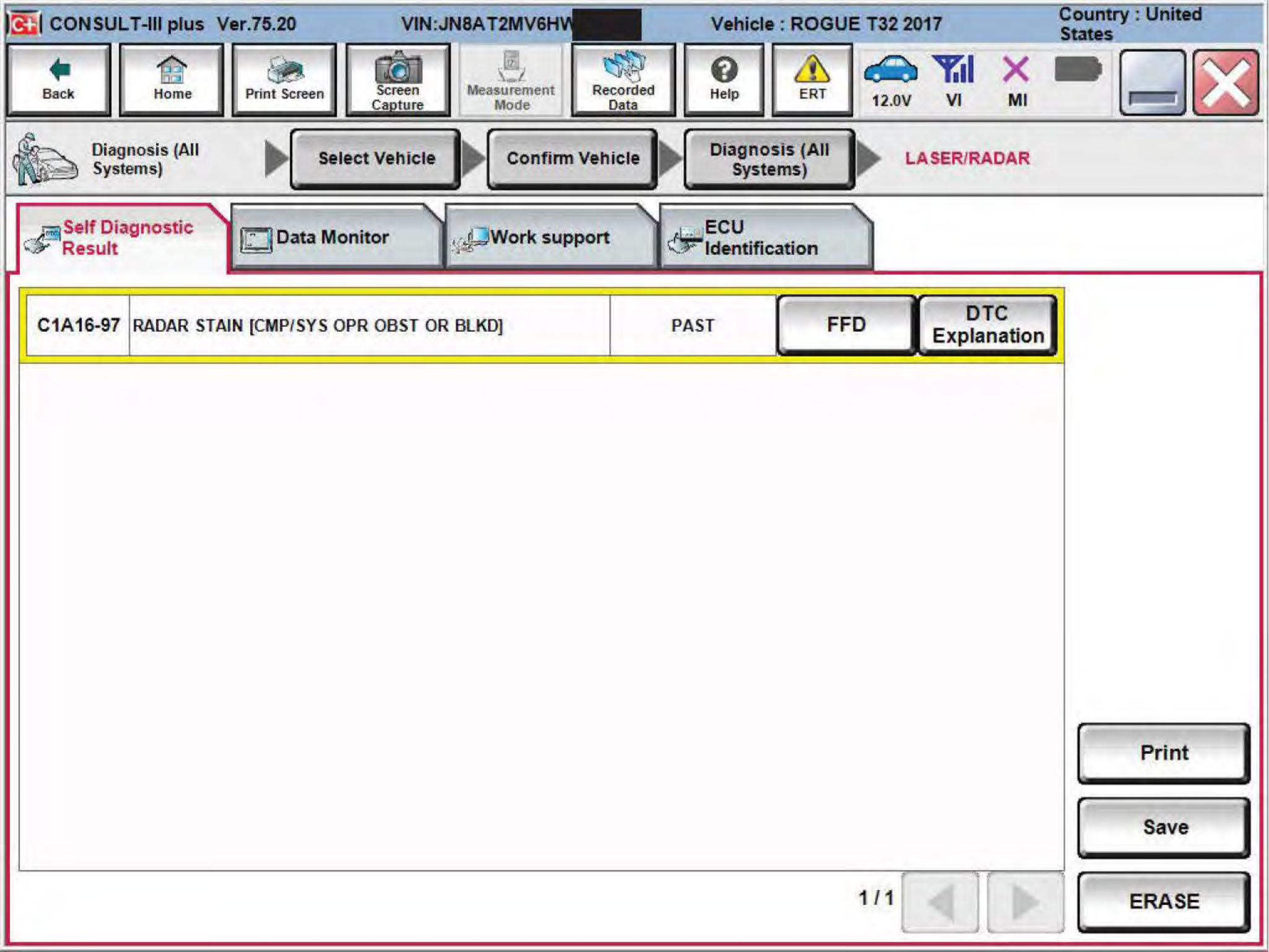

CONSULT-III plus Ver.75.20
VIN:JN8AT2MV6HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
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Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
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.75.20
VIN:JN8AT2MV6HW
Vehicle : ROGUE T32 2017
Country : United States
Back
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Print Screen
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Measurement Mode
Recorded Data
Help
ERT
12.0V
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MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End


CONSULT-III plus Ver.75.20
VIN:JN8AT2MV6HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
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Screen Capture
Measurement Mode
Recorded Data
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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
Save
ERASE
1 / 1


CONSULT-III plus Ver.75.20
VIN:JN8AT2MV6HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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Diagnosis (All Systems)
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Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
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CONSULT-III plus Ver.75.20
VIN:JN8AT2MV6HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
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Recorded Data
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Confirm Vehicle
Diagnosis (All Systems)
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Self Diagnostic Result
Data Monitor
Work support
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
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Print
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ERASE
1 / 1


CONSULT-III plus Ver.75.20
VIN:JN8AT2MV6HW[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
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Screen Capture
Measurement Mode
Recorded Data
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12.0V
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MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Explanation
Print
Save
ERASE
1 / 1