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	5N1AT2MV7HC[redacted]
User	KEVIN MACKAY
Case Number	[redacted]
EDR Data Imaging Date	04/23/2018
Crash Date	02/26/2018
Filename	5N1AT2MV7HC[redacted]_ACM.CDRX
Saved on	Monday, April 23 2018 at 11:31:29
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
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00

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

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

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

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

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

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

```
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 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 FF 7F
      FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F
      FF 7F FF 7F FF 7F FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
```

Disclaimer of Liability

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

Incident Investigation

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

Supplements

Check all of the supplements that apply:

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

I. CLAIMANT

Claimant Name [redacted] DOB Not Given Day Phone [redacted]

Address [redacted] Eve. Phone [redacted]

City Hicksville State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant

☐ Owner Same as Claimant

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

Address [redacted] Eve. Phone [redacted]

City Hicksville State NY Zip Code [redacted] Country United States

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

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

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 9/23/2017 VIN 5N1AT2MV7HC[redacted]

Mileage 5096 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
None	N/A	○ Open ○ Closed	4/24/2018

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 2/26/2018 Time 1:03 PM

Location of Incident (describe fully) Claimant stated on a regular street, did not know where exactly.

Incident Investigation

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

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

Vision obstruction (describe) None Given

Temperature at time of incident 48.0°F Parking location prior to time of incident Not Given.

Overnight temperature prior to incident 43.0°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 there was nothing in front of their vehicle, but their vehicle started braking on its own. Claimant stated that thier vehicle did not come to complete stop. Claimant stated that their vehicle made a beeping sound at the time of incident.

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

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

Special Circumstances None Given.

Actions taken after incident and results of those actions Vehicle continued to be operated until vehicle could be taken to dealer.

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

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

Witness Present? ○ YES ◉ NO

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

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

#	Allegation	Allegation made by
1	Claimant alleges that the Forward Emergency Braking (FEB) / Auto braking system operated on its own unexpectedly with no obstructions in front of the vehicle.	Claimant.

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information Claimant.

Incident Investigation

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

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



Occupant Name	[redacted]	DOB	Not given	Height	4'11
Address	[redacted] Hicksville, NY [redacted]			Weight	140 LBS
Location	Incident Vehicle	Seating Position	1 - Driver		
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	None				
Where, when, and by whom were the injuries treated?	N/A				

Occupant Name	[redacted]	DOB	45yrs (Date not given)	Height	5'7
Address	[redacted] Hicksville, NY [redacted]			Weight	112 LBS
Location	Incident Vehicle	Seating Position	3 - Front Row Right		
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				

Occupant Name	[redacted]	DOB	10yrs (Date not given)	Height	Not Given
Address	Not given			Weight	Not Given
Location	Incident Vehicle	Seating Position	4 - 2nd Row Left		
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				

Incident Investigation

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

Occupant Name	[redacted]	DOB	12yrs (Date not given)	Height	Not given
Address	Not given			Weight	Not given
Location	Incident Vehicle	Seating Position	6 - 2nd Row Right		
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status			
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 4/23/2018

Location of inspection Legend Nissan service dept.

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 78

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 11 - 42)
Engine/ Transmission/ Drivetrain	No abnormalities found. (Please see photos 59 - 66)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found. (Please see photos 70 - 77)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found. (Please see photos 43 - 58)
Seat Belts/ Child Restraints (if applicable)	No abnormalities found. (Please see photos 43 - 58)

Incident Investigation

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

Air Bags	No abnormalities found. (Please see photos 43 - 58)

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

N/A

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

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

#	Allegation	Factual Findings
1	Claimant alleges that the Forward Emergency Braking (FEB) / Auto braking system operated on its own unexpectedly with no obstructions in front of the vehicle.	Upon inspection, found no signs of impact trauma or collision. DTS performed inspection of control unit diagnostics and found a PAST DTC of C1A16-97 RADAR STAIN stored in the LASER/RADAR CU. Upon inspection of the FEB operation mileage log, found no recorded history of any logged FEB operation. Found CDR Data reflected no recorded instances of impact or collision captured. Found the connector to the Laser Radar unit fully seated and locked onto the unit. DTS drove vehicle 18 miles at varying speeds on surface streets and highway conditions, and was unable to duplicate any abnormal operation of any FEB or auto braking system.

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 5N1AT2MV7HC[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)	N/A
Comments	N/A

II. Diagnostic Download and EDR Data

Instructions:

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

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

Incident Investigation

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

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

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	Not Equipped.
○	◉	Physical damage to camera? (ie. cracks)	Not Equipped.
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Please see photos 40 - 42, 66 - 69.
○	◉	Physical damage to radar sensor units? (ie. cracks)	Please see photos 40 - 42, 66 - 69.
◉	○	Electrical connection to radar module firmly seated?	Please see photos 40 - 42, 66 - 69.
○	◉	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

Case
[redacted]

Customize Page | Printable View | Help for this Page

Case Comments [17] | Case Categorizations [1] | Open Activities [2] | Activity History [1] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [3] | Case History [28] | Emails [0]

Case Detail

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

Account Name	[redacted]	Case Number	[redacted]
Contact Email	[redacted]	Case Owner	Bereniz Lopez [Change]
Home Phone	[redacted]	Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	2/27/2018 10:56 AM
Letter Received Date		Date/Time Closed	
Follow Up Date	5/9/2018	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	LEGEND NISSAN
# Vehicles Owned	1	Previous Repair Date	3/5/2018
Vehicle Purchased	New	Previous Repair Location	LEGEND NISSAN
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,179		

Incident Codes - IIR REQUIRED

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

Customer Requests

IIR Indicator	1		
Custom Links	Create IIR		Create RHR Print Dealer View

Vehicle Information

Vehicle	5N1AT2MV7H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29417	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	LEGEND NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	3/19/2018
Responsible District	7	Dealer Instructions	
Shared With	LEGEND NISSAN	Requested Dealer Action	please review.

Related Items

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

RHR Started	3/19/2018	Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Primary & Secondary Root Cause Code

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

Action Code

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

DTS Request

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV7H0[redacted]		
Created By	Leonardo Montero, 2/27/2018 10:56 AM	Root Cause Code	SCIN
Last Modified By	Bereniz Lopez, 4/25/2018 8:36 AM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By: Bereniz Lopez (4/25/2018 8:35 AM)** ARBS received notification from DTS-Kevin stating IIR has been uploaded to FTP site.
Make Public		**Created By: Selina Margetts (4/23/2018 5:54 PM)** ECRR-SM Verified Account Info Including: C's name, home &email address, phone number and best contact number ECRR-SM Noted Concern Is: ARBS Contact --- ECRR SM received call from C C stated went to DLRSHP to get VEH and was told had to call into CA first C is wondering why C cannot have VEH and has to stay in rental C is aware VEH was inspected today ECRR SM updated email as per C ECRR SM apologized for concern and advised C has a follow up for 4/30/2018 and will send email to case owner for C C understood and thanked ECRR SM and advised best contact[redacted] ECRR SM provided case #, name and ID ECRR SM offered additional assistance C declined ECRR SM and C ended call mutually ECRR SM sent email to case owner ECRR SM exited case
Make Public		**Created By: Bereniz Lopez (4/20/2018 8:51 AM)** ARBS placed call to C at[redacted]. ARBS left VM stating ARBS is reminding C of inspection for April 23rd at 10AM at Legend Nissan. ARBS stated ARBS will contact C 2-4 weeks after inspection is complete.
Make Public		**Created By: Bereniz Lopez (4/3/2018 4:11 PM)** ARBS placed call to DLRSHP. ARBS spoke with Service Admin-Emily. ARBS asked to speak with SM? Service Admin stated SM is not in today and offered to take down a message? ARBS stated C will be dropping off vehicle on April 23 at 10AM for inspection with DTS-Kevin MacKay. Service Admin stated will get message to SM. ARBS thanked Admin. Call ended.
Make Public		**Created By: Bereniz Lopez (3/23/2018 11:21 AM)** ARBS placed call to DLRSHP and requested to speak with SM-Vincent? Admin stated SM is in a meeting and will be a while. ARBS thanked Admin. Call ended.
Make Public		**Created By: Bereniz Lopez (3/23/2018 11:17 AM)** ARBS placed call to C[redacted] at[redacted]. ARBS stated ARBS does have an inspection date of April 23 at 10AM. ARBS stated C will need to make vehicle available at Legend Nissan on date and time. C stated okay C will do that. C stated C will be contacting DLRSHP to get loaner.

ARBS understood.

C thanked ARBS.

Call ended.

Make Public

Created By: Bereniz Lopez (3/21/2018 10:17 AM)
ARBS sent DTS request, pending appointment.

Created By: Bereniz Lopez (3/21/2018 10:12 AM)
ARBS placed call to C[redacted].
ARBS asked if C had about 10-15 minutes to discuss case?

C stated yes.

ARBS confirmed initial probe.

C stated C does not know the exact location of the incident.
C stated C does not know the exact odometer reading of the vehicle at the time of the incident either.
C stated C does not remember the date of when the incident happened.
C stated C just knows that C purchased the vehicle in November.

ARBS understood.
ARBS inquired about passengers in vehicle a the time of the incident.

C stated C does not the height and weight of the passengers in the back seat.

ARBS understood.
ARBS explained to C that Nissan can conduct investigation, which can take 6-8 weeks to complete from beginning to end.
ARBS stated ARBS will request for appointment date for an inspector to look at vehicle.
ARBS stated vehicle will need to be made available at Nissan DLRSHP for inspection.

Make Public

C stated C already went to Legend Nissan and was told that no fix was available and C would need disable the feature when C starts vehicle up.
C stated that is not an amicable solution.
C stated that is simply putting a band aid on the issue.

ARBS understood.
ARBS stated ARBS will request for inspection date which can be 2-4 weeks out.
ARBS stated once date has been provided, ARBS will contact C to make sure that C can make vehicle available at DLRSHP.

C stated okay.

ARBS offered further assistance?

C declined.
C requested ARBS direct line?

ARBS provided[redacted].

C thanked ARBS.

ARBS thanked C.

Call ended.

Make Public

Created By: Raveena Kaler (3/19/2018 3:40 PM)
*****CASE SUMMARY ********
CRR-RK provided C with the assistance for missed call and advised will email the specialist about C contact

Make Public

Created By: Raveena Kaler (3/19/2018 3:38 PM)
CRR-RK VERIFIED Account Info including: C's name, home, phone# & best contact#
CRR-RK VERIFIED VEH Info including: VIN#, Current Mileage,warranty , service history
CRR-RK CHECKED for open recalls/campaigns and found: 0
CRR-RK CHECKED for previous RELATED Case(s) and found: 1 ,unrelated 2
CRR-RK STATED C concern is: follow up

C stated called before and got disconnected

CRR-RK stated will email the specialist handling C case

C appreciated the assistance
CRR-RK provided name, agent id

CRR-RK stated if need further assistance
C declined
Call ended mutually

Make Public

Created By: Samantha Dixon (3/19/2018 2:48 PM)
C contacted NNA about FEB concern.

Make Private

Created By: Amanda Yett (3/19/2018 1:17 PM)
RCAS-AY placed outbound call to Customer's wife,[redacted] hereafter referred to as C at[redacted] on 3/19/18 @ 12:28 AM.
RCAS-AY VERIFIED C's name, home & email address, concern, and phone.
RCAS-AY ADVISED "This call may be recorded for quality and training purposes."

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

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

C stated that FEB system is going on without anything being in front of or near the veh.
C stated that it feels like it is braking.
C stated that C's daughter also has the same veh and has had this issue.
C stated that DLR told C to contact NNA.
C stated that when C called NNA, C was told to bring veh to DLR for diagnosis.
C stated that C should have been told there was an issue with veh when C bought it.
C stated that C does not feel safe in the veh.

RCAS-AY started IIR.
RCAS-AY advised C mentioned buyback.

C stated yes, C does not feel safe in the veh.
C stated that C was told to disable emergency braking.
C stated that this is not a fix.
C stated that DLR has returned veh to C and told C to keep disabling system.
C stated that veh started beeping

RCAS-AY advised of RHR process.

C stated that there is no repair history.

Why do you want to return the veh to NNA?
C does not feel that the veh is safe.

Where is the veh currently?
With C

Where was the veh purchased?
Legend Nissan, lease

Was it purchased new or used?
New lease

If used, when was the veh purchased?
N/A

RCAS-AY notes phone went dead.

RCAS-AY placed outbound call to Customer at [redacted] on 3/19/18 @ 1:14 PM
RCAS-AY left VMX for C requesting callback.

Make Private

Created By: Amanda Yett (3/19/2018 1:00 PM)
RCAS-AY notes per related tech line case [redacted] DLR could not duplicate customers concern. on test drive vehicle seemed to function properly.
RCAS-AY notes concern is under engineering review.

Make Public

Created By: Christina Salutari (3/19/2018 10:17 AM)
*** CASE SUMMARY ***
C contacted NNA regarding emergency braking concern
CRR-CS forwarding case to RCAS as DLR is unable to duplicate concern

Best Contact # (516) 286-5954

Make Public

Created By: Christina Salutari (3/19/2018 10:16 AM)
CRR-CS VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-CS VERIFIED Veh Info including: VIN#, Current Mileage
CRR-CS CHECKED for open recalls/campaigns and found: 0
CRR-CS CHECKED for previous UNRELATED Case(s) and found: [redacted]
CRR-CS CHECKED for previous RELATED Case(s) and found: 0
CRR-CS NOTED concern is: BRAKING SYSTEM
CRR-CS received inbound call from C

C stated C has been having a problem with the emergency braking system
C stated VEH is slowing down and almost stopping in the middle of the road when there is nothing nearby the VEH
C stated C took VEH in for diagnosis and DLR cannot figure out the problem and told C Nissan has been working on it for 9 months
C stated DLR advised C to disengage the brake when starting up VEH
C stated C does not feel safe in the VEH and does not want the VEH
C stated C would not have purchased the VEH if C knew it did not operate correctly
C stated daughter has the exact same VEH and is experiencing the same concern

CRR-CS understood and apologized for any inconvenience
CRR-CS asked which DLRSHP diagnosed concern

C stated LEGEND NISSAN

CRR-CS stated CRR-CS has documented C's call today and asked how C would like NNA to assist

C stated C would like the problem fixed, which DLRSHP cannot do or have Nissan buyback the VEH and get another VEH that will not have this issue
C stated C has leased Nissans for the last 18-20 years and has never had a problem like this before

CRR-CS understood and stated CRR-CS will forward this case to a Regional Specialist for further review

C understood

CRR-CS stated a Regional Consumer Affairs Specialist will review the case and contact C regarding concern before end of business day 3/20/2018

C understood and accepted

CRR-CS provided C with Case # [redacted] and Agent ID # [redacted]
CRR-CS offered further assistance

C declined

CRR-CS thanked C for contacting NNA and wished C a great day

Call ended mutually.

Make Public

Created By: Leonardo Montero (2/27/2018 11:09 AM)
****** [CASE SUMMARY] ******
C contacted CA with: VEH Slowing down. No diagnosis performed

CRR-LM is closing Case as no further assistance can be offered at this time.

Make Public

Created By: Leonardo Montero (2/27/2018 11:09 AM)
CRR-LM VERIFIED Account information including: C's name, home & e-mail address,
CRR-LM VERIFIED VEH Information including: VIN #, Current Mileage
CRR-LM CHECKED for open recalls/campaigns and found: None
CRR-LM CHECKED for previous UNRELATED Case(s) and found: None
CRR-LM CHECKED previous RELATED Case(s) and found: None
CRR-LM NOTED concern is: VEH Slowing down. No diagnosis performed

CRR-LM received inbound call from C.

C stated that VEH started to slow down and C thinks that is the emergency breaking
C stated that have kids in VEH and this issue can cause an accident
C stated that called DLR and was told that C have to call NNACA
C stated that does not feel safe in VEH

CRR-LM asked C if VEH was diagnosed by a certified Nissan DLR

C stated that no

CRR-LM informed C that will need a diagnose from a certified Nissan DLR

C understood

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

C declined.

C understood.

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

Case Categorizations

New Case Categorization | Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code
	CC[redacted]	BRAKES	GEN. BRAKE COMPONENT(S)	UNABLE DIAGNOSE/DUPLICATE	03

Open Activities

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

Action	Subject	Status	Due Date	Type	Action Taken	Name	Assigned To	Last Modified Date/Time	Last Modified By Alias
Edit | Cls	IIR	Not Started	3/20/2018			[redacted]	Bereniz Lopez	3/19/2018 2:51 PM	ARBS-SD
Edit | Cls	DTS Follow Up[redacted]: LEGEND NISSAN	Not Started	3/23/2018				Bereniz Lopez	3/21/2018 10:15 AM	ARBS-BL

Activity History

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

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Request[redacted] LEGEND NISSAN			3/23/2018	Kevin MacKay		Completed	4/22/2018 12:06 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, 3/19/2018 1:15 PM	3/19/2018			5N1AT2MV7HC[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	4/23/2018 10:00 AM	Kevin	MacKay	Completed

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RHR [redacted].doc	45KB	3/19/2018 2:49 PM	Amanda Yett
Edit | View | Del	RO[redacted].pdf	54KB	3/19/2018 2:49 PM	Amanda Yett
Edit | View | Del	RHR Template- Northeast Region Case[redacted].doc	70KB	3/19/2018 2:49 PM	Amanda Yett

Case History

Case History Help

Date	User	Action
4/25/2018 8:36 AM	Bereniz Lopez	Changed **Follow Up Date** from 4/30/2018 to **5/9/2018**.
4/20/2018 8:51 AM	Bereniz Lopez	Changed **Follow Up Date** from 4/20/2018 to **4/30/2018**.
3/23/2018 11:15 AM	Bereniz Lopez	Changed **Follow Up Date** from 4/30/2018 to **4/20/2018**.
3/23/2018 11:14 AM	Bereniz Lopez	Changed **Follow Up Date** from 3/26/2018 to **4/30/2018**.
3/21/2018 10:17 AM	Bereniz Lopez	Changed **Follow Up Date** from 3/21/2018 to **3/26/2018**.
3/21/2018 10:12 AM	Bereniz Lopez	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV7HC[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV7HC**[redacted].
3/19/2018 3:11 PM	Bereniz Lopez	Changed **Follow Up Date** from 3/22/2018 to **3/21/2018**.
3/19/2018 2:49 PM	Samantha Dixon	Changed **Case Owner** from Amanda Yett to **Bereniz Lopez**.
3/19/2018 2:48 PM	Samantha Dixon	Changed **Description**.
3/19/2018 1:18 PM	Amanda Yett	Changed **RHR Started** from 3/20/2018 to **3/19/2018**.
		Changed **Follow Up Date** from 3/20/2018 to **3/22/2018**.
3/19/2018 10:27 AM	Amanda Yett	Changed **Data Net** from false to **true**.
3/19/2018 10:26 AM	Amanda Yett	Changed **Description**.
3/19/2018 10:17	Christina	Changed **Escalated By ID** to [redacted]

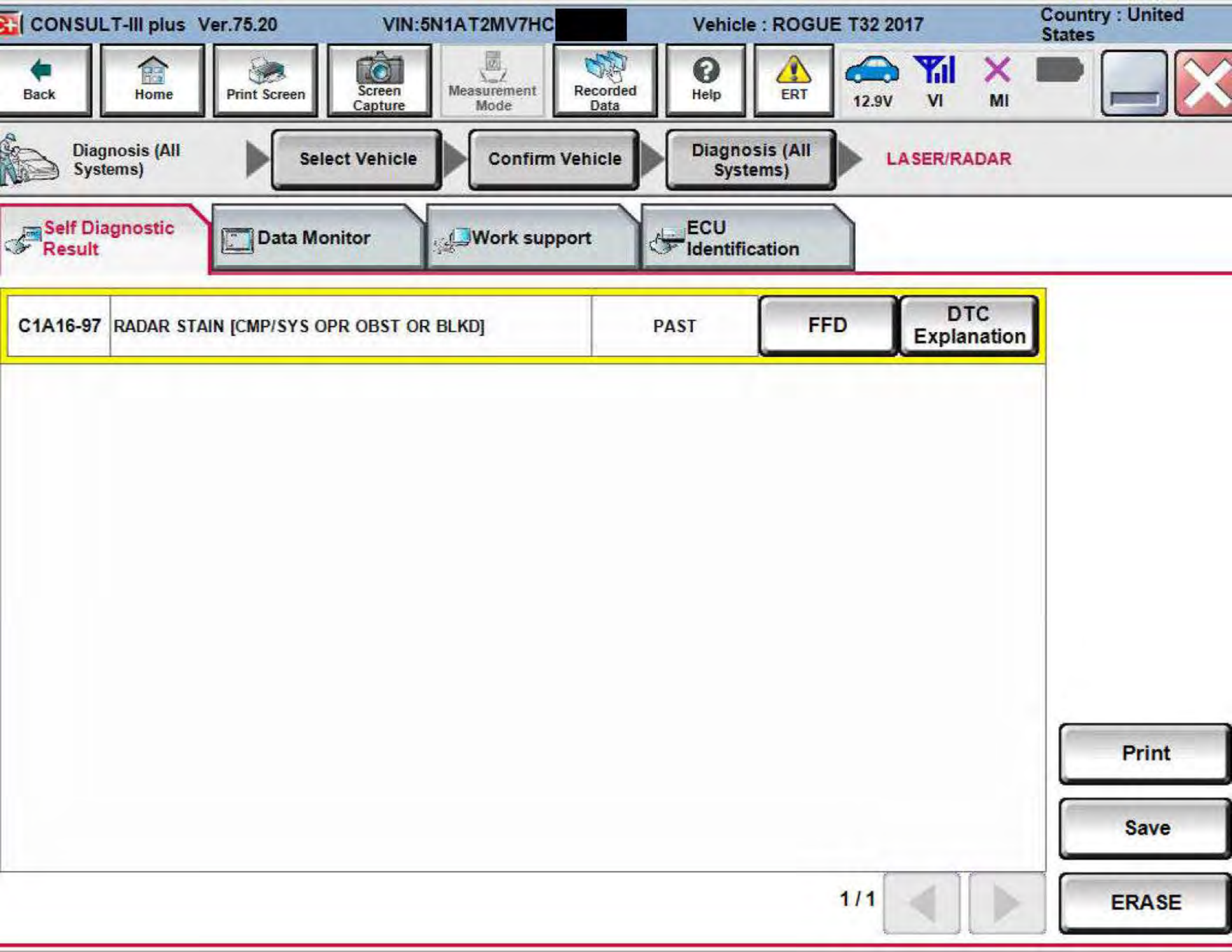
AM	Salutari	
		Changed **Case Owner** from Christina Salutari to **Amanda Yett**.
3/19/2018 10:08 AM	Christina Salutari	Changed **Case Servicing Dealer** to **LEGEND NISSAN**.
		Changed **RHR Started** to **3/20/2018**.
3/19/2018 10:06 AM	Christina Salutari	Changed **Follow Up Date** from 2/28/2018 to **3/20/2018**.
3/19/2018 10:05 AM	Christina Salutari	Changed **Case Owner** from Leonardo Montero to **Christina Salutari**.
3/19/2018 10:05 AM	Christina Salutari	Changed **Reopen Date** to **3/19/2018 10:05 AM**.
		Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV7HC[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV7HC**[redacted].
		Changed **Status** from Closed to **Open**.
2/27/2018 11:11 AM	Leonardo Montero	Changed **Status** from Open to **Closed**.
		Closed.
2/27/2018 10:56 AM	Leonardo Montero	Changed **Work Phone** to [redacted]
		Changed **VIN** to **5N1AT2MV7HC**[redacted].
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV7HC**[redacted]
		Created.

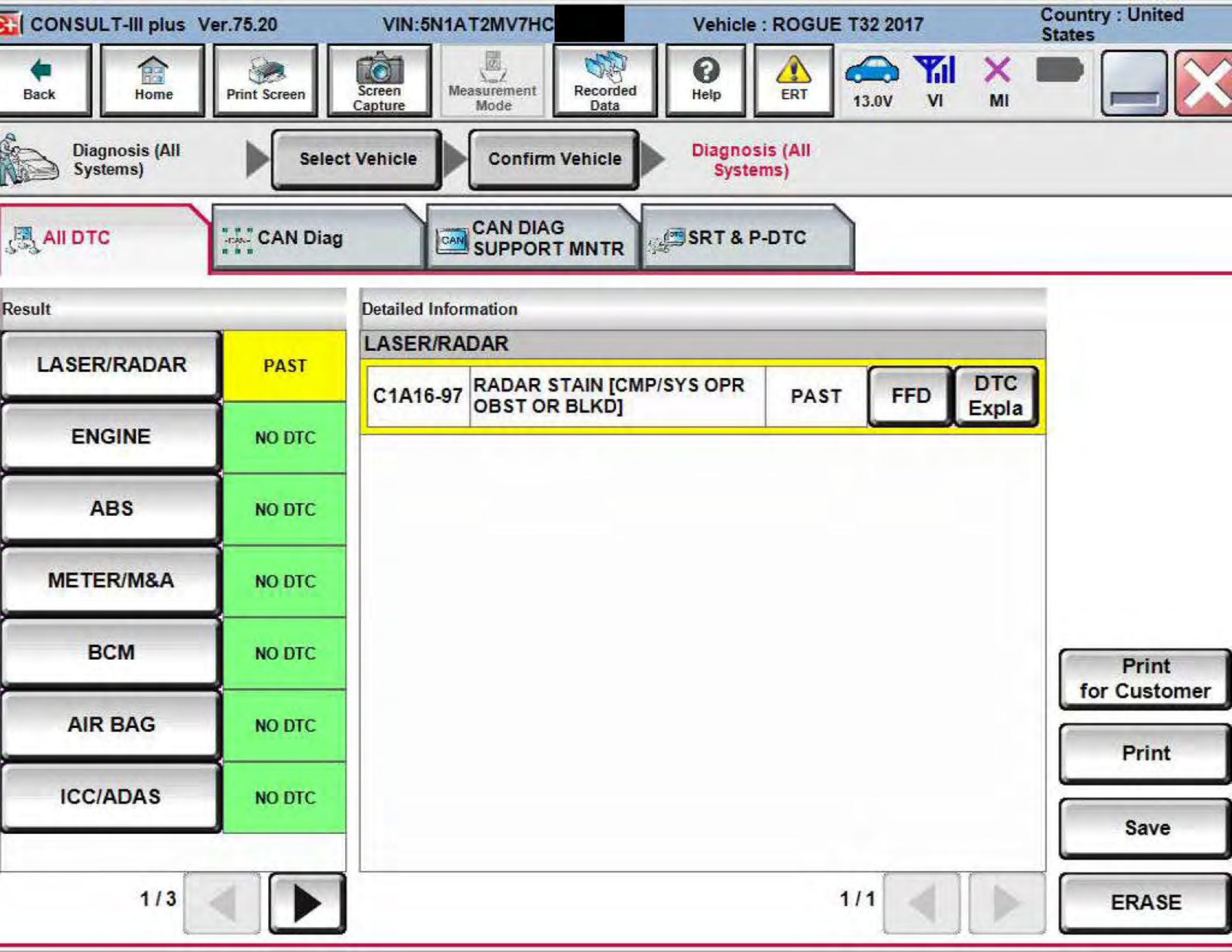
Emails Send an Email Emails Help

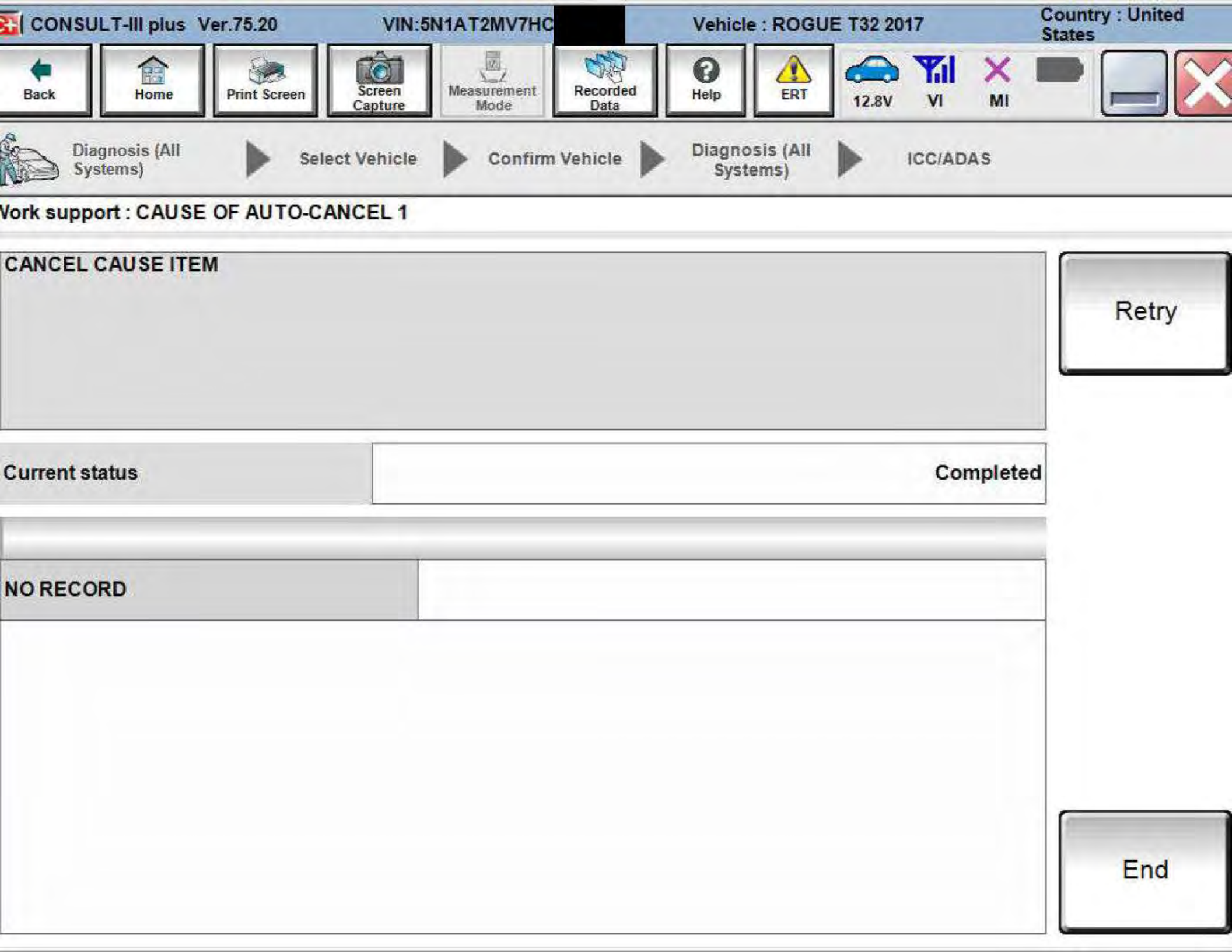
No Emails Available

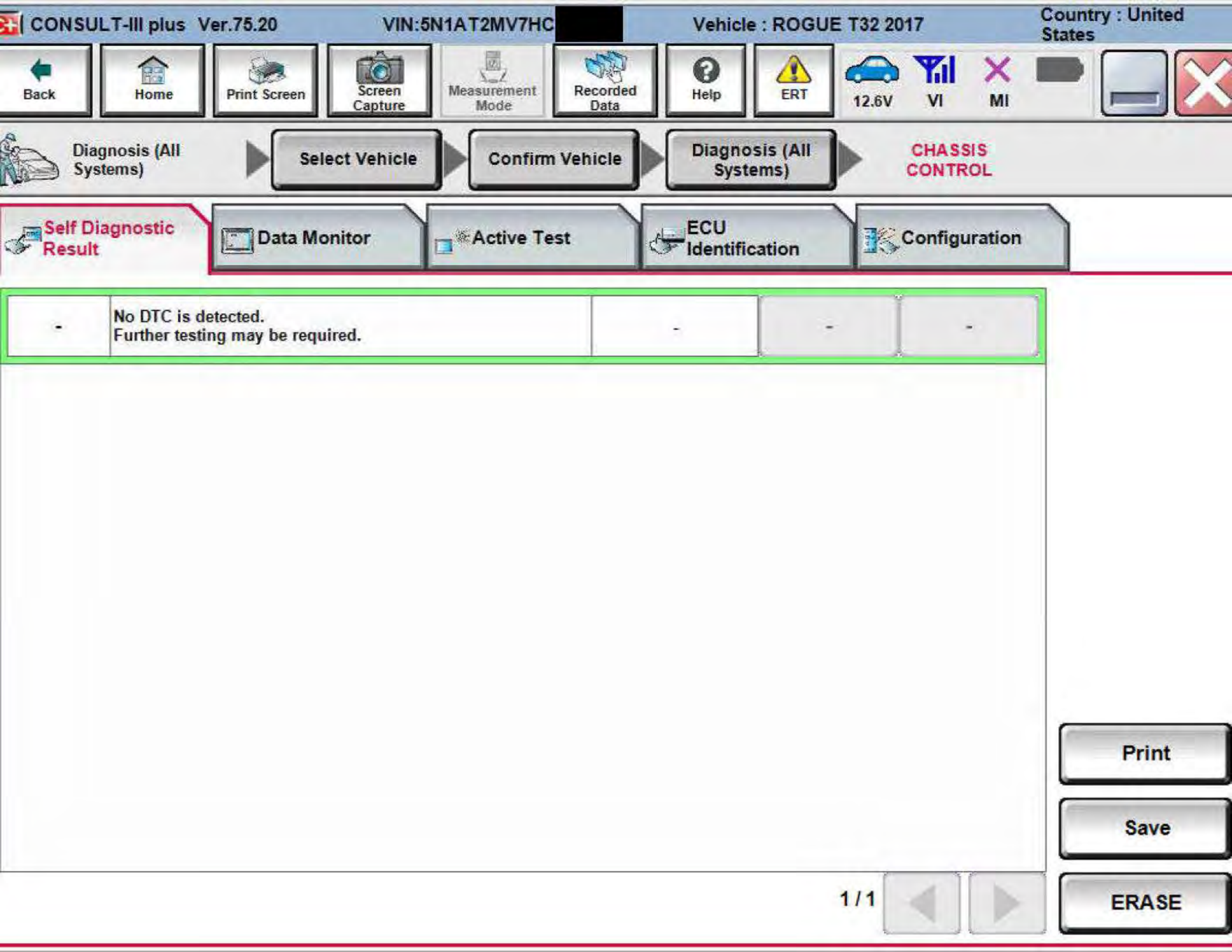
^ Back To Top Always show me fewer / more records per related list

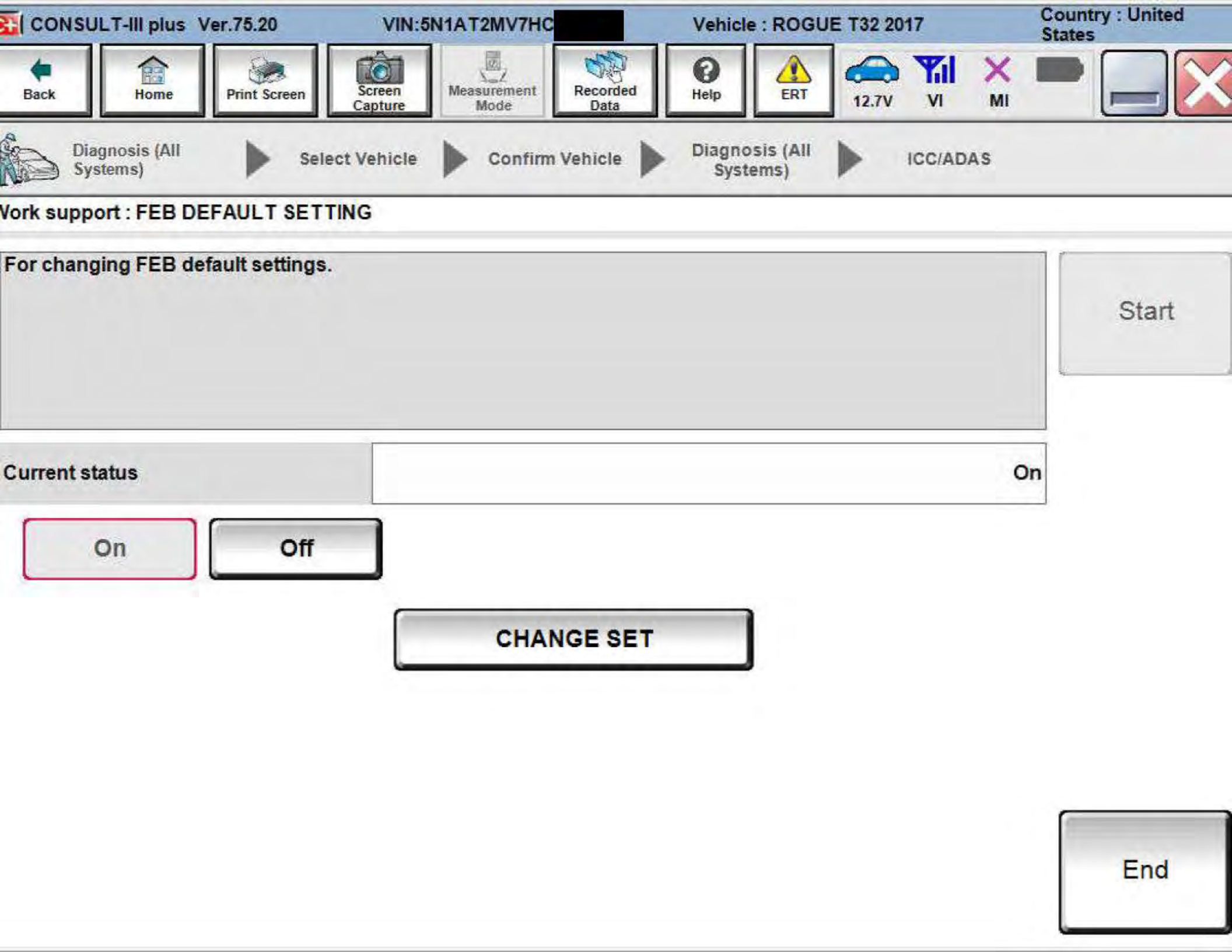
Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance

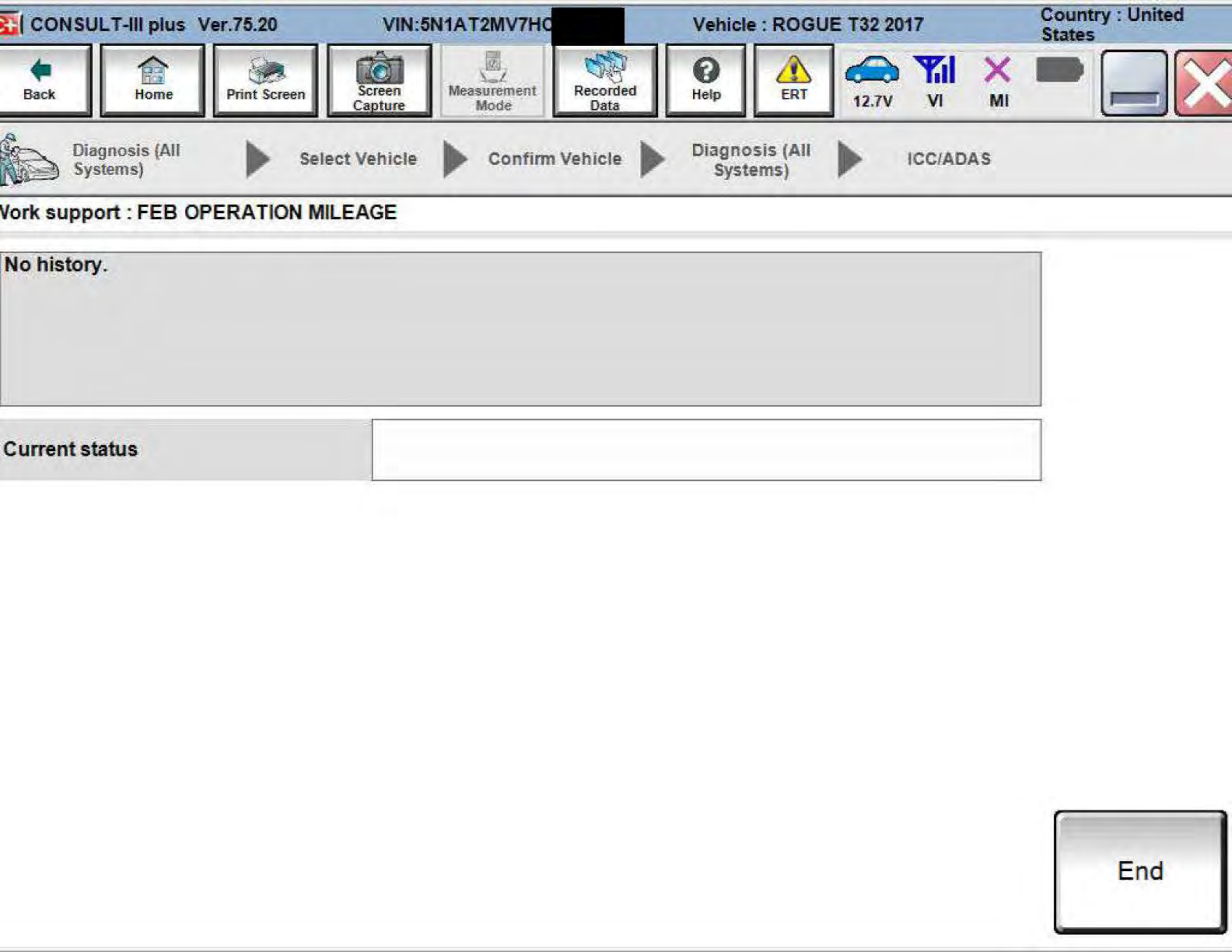

CONSULT-III plus Ver.75.20
VIN:5N1AT2MV7HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Explanation
Print
Save
1 / 1
ERASE

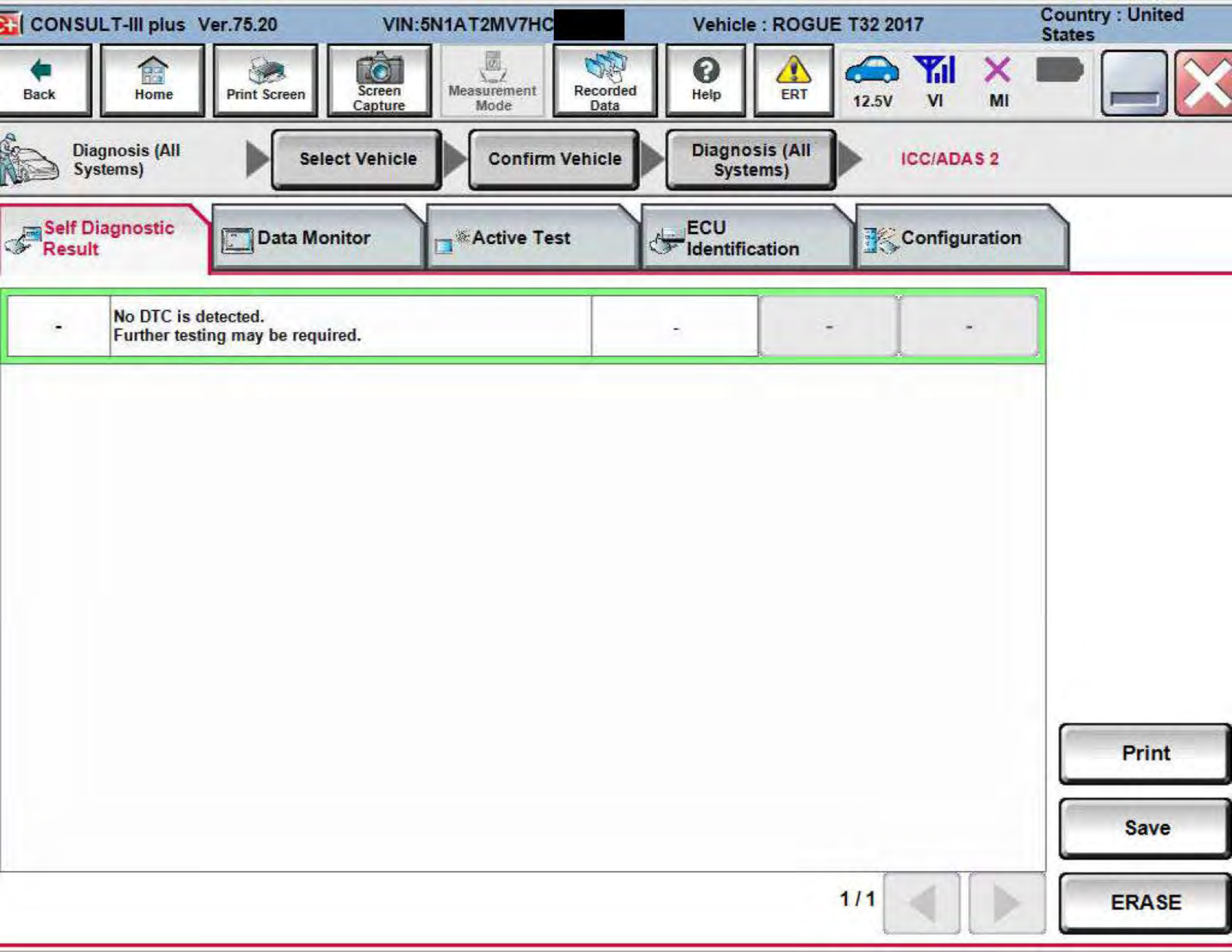

CONSULT-III plus Ver.75.20
VIN:5N1AT2MV7HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
LASER/RADAR
PAST
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
1 / 3
Detailed Information
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Expla
1 / 1
Print for Customer
Print
Save
ERASE

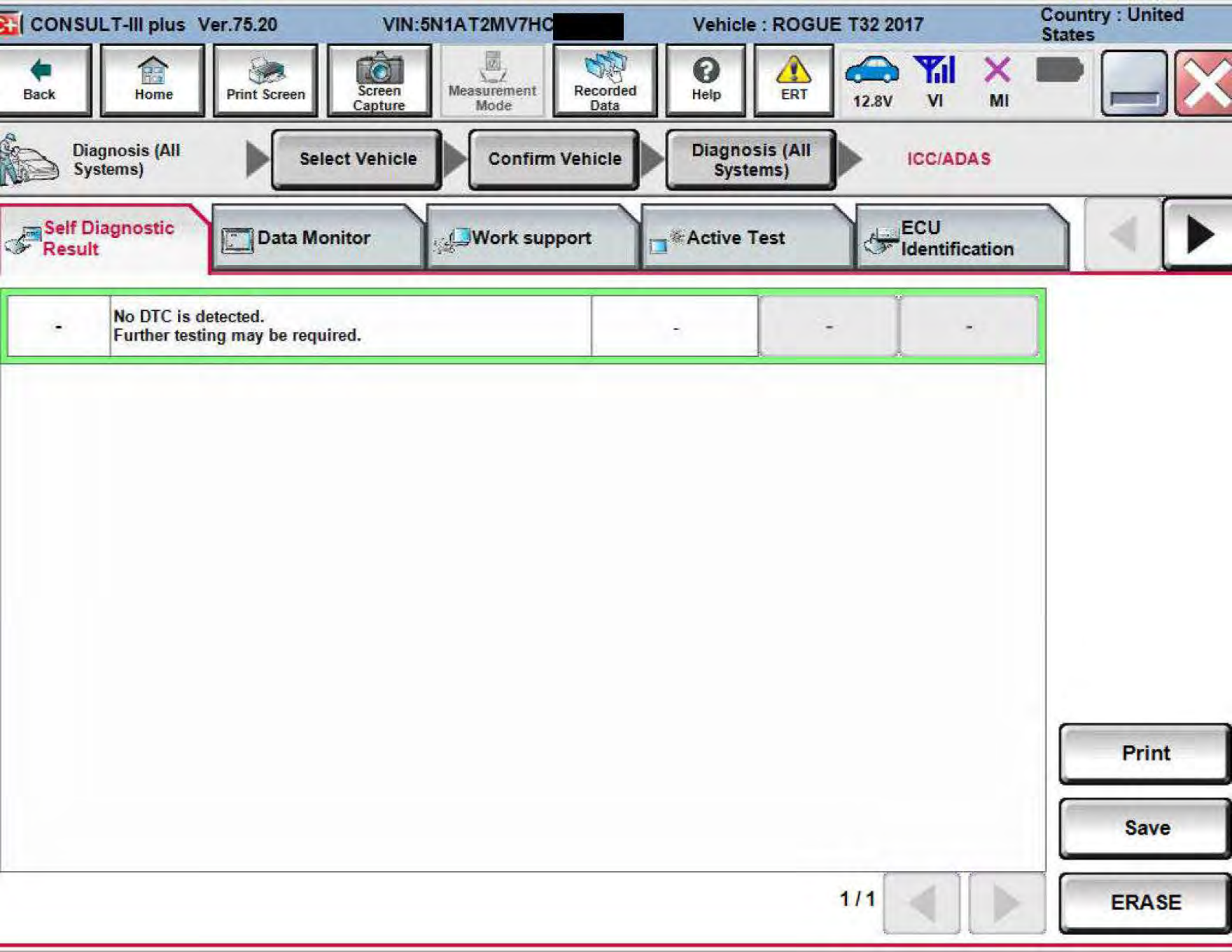

CONSULT-III plus Ver.75.20
VIN:5N1AT2MV7HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End


CONSULT-III plus Ver.75.20
VIN:5N1AT2MV7HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.6V
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:5N1AT2MV7HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.7V
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:5N1AT2MV7HC
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.7V
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:5N1AT2MV7HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
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:5N1AT2MV7HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1



Search

Samaritan Potter Help & Training

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

Vehicle
5N1AT2MV7HC[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [1] | Cases [2] | Service History [14] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	5N1AT2MV7HC[redacted]		
Last Modified By	Bereniz Lopez, 4/25/2018 8:36 AM	Branded Title	
Created By	NNAETL, 9/23/2017 5:15 PM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	4,179	MSRP	$28,505
Latest Recorded Mileage Units	M		
In Service Date	10/29/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	9/23/2017
Model Year	2017	Plant Name	Smyrna (NMM)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	29417	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	BRILLIANT SILVE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	[redacted]		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2-PIECE FRONT AND), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) JOHN EGER

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	10/29/2020	36,000				
2	POWERTRAIN COVERAGE	10/29/2022	60,000				
3	SEAT BELT	10/29/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	10/29/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	10/29/2025	60,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	VRS[redacted]	[redacted]	LEGEND NISSAN	NMAC lease	ROGUE	10/29/2017	

Vehicle Ownership

Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns Help

No records to display

Warranty Cases

Warranty Cases Help

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]	TECH LINE		3/16/2018 7:37 AM	3/16/2018 7:42 AM	4,116	Pending Dealer Reply	0	[redacted]
☐ | Edit | Cls	[redacted]	CA	[redacted]	2/27/2018 10:56 AM		4,179	Open	0	[redacted]

Service History

Service History Help

Action	SRH Number	PNC Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	SRH[redacted]		PD	10/12/2017	10	NP NP	3670	[redacted]	1
	SRH[redacted]		I	10/30/2017	12		3670	[redacted]	
	SRH[redacted]		I	10/30/2017	12		3670	[redacted]	
	SRH[redacted]		I	10/12/2017	11	Legend Nissan Ltd	3670	[redacted]	
	SRH[redacted]		I	10/12/2017	11	Legend Nissan Ltd	3670	[redacted]	
	SRH[redacted]		I	10/12/2017	11	Legend Nissan Ltd	3670	[redacted]	
	SRH[redacted]	NO DEFECT FOUND	FW	3/15/2018	4,116	JOHN EGER	3670	[redacted]	1
	SRH[redacted]		C	3/6/2018	3,797	Legend Nissan Ltd	3670	[redacted]	
	SRH[redacted]		C	3/15/2018	4,117	[redacted]	3670	[redacted]	
	SRH[redacted]		C	3/15/2018	4,117	[redacted]	3670	[redacted]	
	SRH[redacted]		W	3/15/2018	4,117	[redacted]	3670	[redacted]	
	SRH[redacted]		C	3/15/2018	4,117	[redacted]	3670	[redacted]	
	SRH[redacted]		I	3/15/2018	4,117	[redacted]	3670	[redacted]	
	SRH[redacted]		W	3/15/2018	4,117	[redacted]	3670	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
9/23/2017 5:15 PM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspections Help

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	3/23/2018	[redacted]	[redacted]	[redacted]	NER	4/23/2018 10:00 AM	4/24/2018 8:49 PM

^ Back To Top

Always show me fewer / more records per related list

Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance

LEGEND NISSAN

Service 516-496-7272
200 Michael Drive Syosset, NY 11791
www.legendautogroup.com
Sales • 516-496-8181 • 268 Jericho Tpk. Syosset, NY 11791
Parts • 516-496-7385 • 200 Michael Drive Syosset, NY 11791

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
	N. 999 coming in at 10AM						

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/16/18	[redacted]	4116	4742	4964	W	24NIZ	DRIVEABILITY
				4964	C	79NIZ000	1ST FREE SERVICE
				9999	C	55NIZEINSP	EXPRESS MPI
				9999	W	88NIZ	RENTAL CAR
				9999	C	55NIGZGTIR	DFLT PERFORM TIRE
				9999	C	55NIZBG	BRAKES GREEN CONDITI

SALESPERSON NO. 3072 JERMAINE SPENCER

SERVICE

5N1AT2MV[redacted]
17/NISSAN/ROGUE SV AWD/4 DR AUTO
STATE REG# [redacted]
[redacted]
HICKSVILLE, NY [redacted]
[redacted]
10/29/17
15
04/23/18
SILVER/CHARCOAL
NIZZ
5,096
[redacted]
FRANCISCO MADERA
[redacted]
07:44am 04/23/18 09:00pm
CELL: [redacted]
128.00
[redacted]
APPROVED CREDIT CARD

[DEAL TYPE] L

ORIGINAL CUSTOMER ESTIMATE:

	PARTS	LABOR	TOTAL
[redacted]	0.00	0.00	0.00

1 C * 24NIZ **DRIVEABILITY**
CUSTOMER STATE NISSAN IS COMING IN TO INSPECT VEHICLE TODAY FOR VEHICLE STOPPING FOR NO REASON WITH NO ONE IN FRONT

2 C * 55NIZEINSP **EXPRESS MPI**
CUSTOMER REQUEST TO PERFORM EXPRESS MULTI POINT INSPECTION.

(YOUR NEW YORK STATE INSPECTION EXPIRES ON)

3 W * 88NIZ **RENTAL CAR**
LEGEND NISSAN IS SUPPLING A RENTAL CAR FOR YOUR CONVENIENCE CUSTOMER IS RESPONSIBLE FOR ALL DAMAGES,TICKETS AND GAS. ONCE CUSTOMER IS NOTIFIED THAT THEIR VEHICLE IS READY TO BE PICKED UP YOU HAVE 24HRS TO RETURN THE RENTAL CAR OTHERWISE CUSTOMER AGREES TO PAY $40.00 PER DAY UNTILL RENTAL IS RETURNED. BY SIGNING THIS REPAIR ORDER CUSTOMER AGREES TO THESE TERMS.

N.Y.S. REPAIR SHOP NO. R708 4473
SAVE REPLACED PARTS YES ☐ NO ☐
REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED
DAILY STORAGE CHARGE $25.00
PRE-INSPECTION ESTIMATE PARTS, MATERIAL & LABOR PARTS $ LABOR $ TOTAL $
ADDITIONAL WORK DATE TIME CALLED BY PHONE OKD BY PARTS $ LABOR $ TOTAL $
DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT ☐ YES ☐ NO TYPE
OIL QTS REAR END GREASE GAS GAL TRANS FLUID

PAGE 1 OF 1 SERVICE COPY [redacted]




10:37 AM
48°F
Safety Shield
OK = Settings
P
126
5096 miles
RPMx1000
MPH
km/h


10:37 AM
48°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
126
5096 miles
RPMx1000
MPH


10:37 AM
48°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
126
5096 miles
RPMx1000
MPH
km/h


10:37 AM
48°F
Driving Aids
Emergency Brake
Blind Spot
P
126
5096miles
RPMx1000
MPH
km/h


10:37 AM
48°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
126
5096 miles
RPMx1000
MPH
km/h


10:37 AM
48 °F
Parking Aids
Cross Traffic
P
126
5096 miles
RPMx1000
MPH
km/h


10:37 AM
48°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
126
5096 miles
RPMx1000
MPH
km/h


10:37 AM
48 °F
Chassis Control
Trace Control
Engine Brake
P
126
5096 miles
RPMx1000
4
5
6
7
8
H
MPH
60
80
100
140
60
180
0
20
220
km/h
140
0
1/2
1








ROGUE


ROGUE


NISSAN
ROGUE


NISSAN
ROGUE
SV AWD


SV AWD


































NISSAN


NISSAN


NISSAN








NISSAN






ROGUE































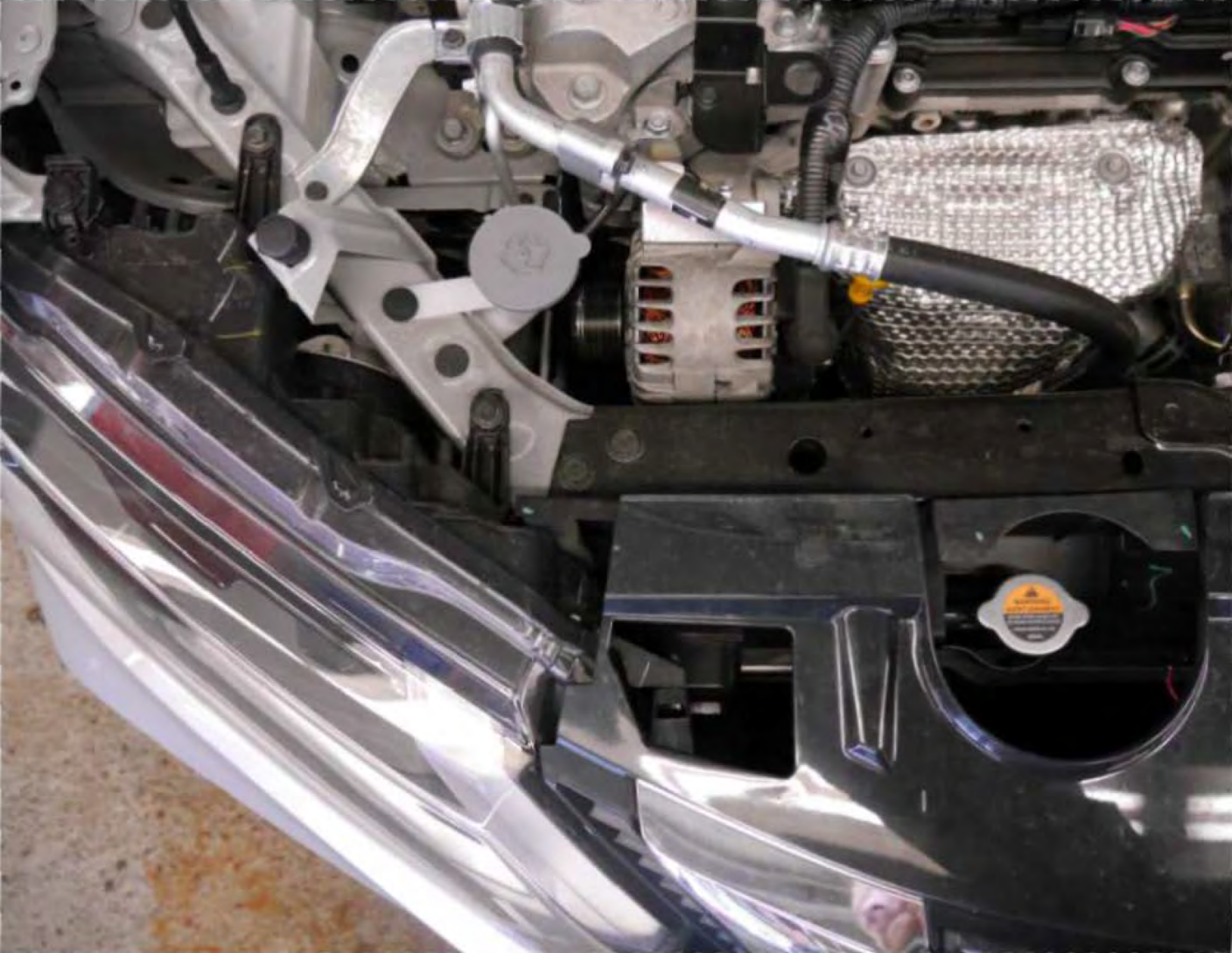



NISSAN


































12:16 PM
63 °F
P
108
5114 miles
4
5
6
7
8
x1000
H
60
80
MPH
40
100
140
60
180
20
20
220
km/h
140
0
1

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	5N1AT2MVXHC[redacted]
User	KEVIN MACKAY
Case Number	[redacted]
EDR Data Imaging Date	04/27/2018
Crash Date	03/17/2018
Filename	5N1AT2MVXHC[redacted]_ACM.CDRX
Saved on	Friday, April 27 2018 at 11:43:43
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
```

```
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 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 FF 7F
      FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F FF 7F
      FF 7F FF 7F FF 7F FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
```

Disclaimer of Liability

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

Incident Investigation

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

Supplements

Check all of the supplements that apply:

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

I. CLAIMANT

Claimant Name [redacted] DOB 06/28/1977 Day Phone [redacted]

Address [redacted] Eve. Phone [redacted]

City North Babylon 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 09/14/2017 VIN 5N1AT2MVXHC[redacted]

Mileage 3293 License # [redacted] State Non-U.S. State Country United States

Special equipment & accessories None Noted

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

Number	Description	Status	Date
None	N/A	○ Open ○ Closed	N/A

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 3/17/2018 Time 11:00 PM

Location of Incident (describe fully) On August Rd. in North Babylon

Weather Conditions (Rain/Snow/Dry/Etc.) Dry clear skys.

Vision obstruction (describe) None.

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

Incident Investigation

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

Overnight temperature prior to incident: 28.9°F
Length of time parked: Not Given

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant): Claimant stated that claimant will be driving down the road and their vehicle will beep, flash an indicator light, and their gas pedal will become tight and won't accelerate. Claimant stated their dealership believes claimant's concern is a forward emergency braking concern, but c believes it is not.

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

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

Special Circumstances: None Given

Actions taken after incident and results of those actions: Vehicle continued to operate following incident.

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

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

Witness Present? ○ YES ◉ NO

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

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

#	Allegation	Allegation made by
1	Forward Emergency Braking activates with no objects in front of the vehicle.	Claimant

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant

Legend for Section IV.

Seating Position:



Incident Investigation

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

Occupant Name	[redacted]	DOB	[redacted]	Height	5'3
Address	[redacted] North Babylon, NY [redacted]			Weight	135 lbs
Location	Incident Vehicle	Seating Position	1 - Driver		
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	None				
Where, when, and by whom were the injuries treated?	N/A				

Occupant Name	Claimants Husband (Name not provided)	DOB	47 (date not given)	Height	5'9
Address	[redacted] North Babylon, NY [redacted]			Weight	150 lbs
Location	Incident Vehicle	Seating Position	3 - Front Row Right		
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				

Occupant Name	Claimant's daughter (name not provided)	DOB	21	Height	5'3
Address	[redacted] North Babylon, NY [redacted]			Weight	150 lbs
Location	Incident Vehicle	Seating Position	4 - 2nd Row Left		
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

Incident Investigation

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

VI. Investigation Results

Date of vehicle inspection: 4/27/2018

Location of inspection: Nissan of Huntington.

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

Vehicle exhibits no signs of impact / collision trauma.

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

Photos taken by: Kevin D. Mackay # Photos: 81

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 - 44)
Engine/ Transmission/ Drivetrain	No abnormalities found (Please see photos 64 - 74)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found (Please see photos 47 - 80)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found (Please see photos 45 - 63)
Seat Belts/ Child Restraints (if applicable)	No abnormalities found (Please see photos 45 - 63)
Air Bags	No abnormalities found (Please see photos 45 - 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	Forward Emergency Braking activates with no objects in front of the vehicle.	Upon inspection of vehicle, found no signs of any impact trauma or collision. Performed inspection of control unit diagnostic and found no DTC's stored in any system. Upon inspection of FEB OPERATION LOG, found no history of any FEB operation stored. DTS drove vehicle the entire length of August Rd. in North Babylon NY in both directions and was unable to duplicate any abnormal operation during test drive. Vehicle driven total of 21 miles. Performed inspection of the laser radar unit and found no trauma to the sensor assembly as well as the connector was connected and fully seated on the sensor as well.

Add Row | Remove Row

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

Incident Investigation

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

Reporter's Signature *Kevin D. Mackay*

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

Incident Investigation

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

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)	N/A
Comments	N/A

II. Diagnostic Download and EDR Data

Instructions:

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

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

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MVXHC[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.)	Lane Camera not equipped.
○	◉	Physical damage to camera? (ie. cracks)	Lane Camera not equipped.
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Please see photos 30 - 32, 71 - 73
○	◉	Physical damage to radar sensor units? (ie. cracks)	Please see photos 30 - 32, 71 - 73
◉	○	Electrical connection to radar module firmly seated?	Please see photos 30 - 32, 71 - 73
○	◉	Electrical connection to camera module firmly seated?	Lane Camera not equipped.
○	○		

End of Form

*Name your file while saving.

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

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



Search... Search Samaritan Potter Help & Training

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

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [30] | Case Categorizations [2] | Open Activities [0] | Activity History [3] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [21] | Emails [0]

Case Detail

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

Account Name	[redacted]	Case Number	[redacted]
Contact Email	[redacted]	Case Owner	Dakota McGregor [Change]
Home Phone	[redacted]	Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	3/23/2018 2:59 PM
Letter Received Date		Date/Time Closed	
Follow Up Date	5/17/2018	Multiple Repairs	No
Follow Up Request	Send Follow Up Email		
Supporting Documents		DRT Support Status	Pending
CA Multiple Repairs		DRT Support IIR Status	Accepted
Executive Actions To Resolve		DRT Resolution Status	
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	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	5N1AT2MVXH[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29417	Beyond PT Warranty Months1	0

Dealer Access

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

Related Items

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

Contact Name [redacted]

Primary & Secondary Root Cause Code

What is the issue?	DS - Discourteous 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?	
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: 5N1AT2MVXHC[redacted]		
Created By	John Slabbert, 3/23/2018 2:59 PM	Root Cause Code	SCDS
Last Modified By	Dakota McGregor, 5/3/2018 8:16 AM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By: Dakota McGregor (5/3/2018 8:16 AM)** ARBS notes per DTS-KM that IIR was uploaded to FTP
Make Private	✓	**Created By: Dakota McGregor (4/27/2018 12:39 PM)** ARBS placed outbound to C[redacted] ARBS apologized and informed that there must have been a miscommunication ARBS informed that DTS has completed inspection, but did not perform a reset on the veh ARBS informed that DTS informed DLR that C can now pick up the veh IF C would like to since DTS has completed inspection ARBS informed that neither DTS nor ARBS have informed DLR that Nissan will not be paying for rental veh ARBS informed that will take time for specialists to review info from inspection C s husband and C complained about process and length of time for process ARBS informed C that Nissan does not currently have any campaigns or recalls for an FEB concern ARBS informed that Nissan offered inspection as a courtesy C understood ARBS thanked C for time C thanked ARBS Call ended mutually
Make Private	✓	**Created By: Dakota McGregor (4/27/2018 12:36 PM)** ARBS placed outbound to DTS-KM DTS informed that DTS has not performed a reset on the veh, DTS informed DLR that C can pick up veh IF c would like to DTS informed did not tell DLR what C is saying was said to C DTS informed would speak to DLR
Make Private	✓	**Created By: Dakota McGregor (4/27/2018 12:35 PM)** ARBS received vmx from C informing that DLR informed C to pick up veh, and inspector had performed a reset and Nissan will not pay for rental anymore
Make Private	✓	**Created By: Dakota McGregor (4/10/2018 1:28 PM)** ARBS placed outbound to DLR Nissan of Huntington at 11:36AM ARBS spoke to ASM Shrenik ASM informed that C has been in rental since middle of March ASM wanted to verify that Nissan is still covering rental currently ARBS informed this is correct ARBS informed that Nissan is only providing until the inspection date, and that may be later than that, but will depend upon what DTS says/does ARBS informed that DTS may make a repair/perform an update ARBS informed will most likely be at DTS discretion ASM understood and agreed
Make Private	✓	**Created By: Dakota McGregor (4/10/2018 1:26 PM)** ARBS notes per RCAS-AY that ASM Shrenik was requesting a callback
Make Private	✓	**Created By: Dakota McGregor (4/3/2018 5:03 PM)** ARBS placed outbound to DLR Nissan of Huntington ARBS spoke to SM Mike SM Mike confirmed inspection date on 04-27 at 10AM with DTS-KM ARBS informed that rental/loaner veh will continue to be provided ARBS inquired if SM needed an e-mail from ARBS regarding case SM states no ARBS thanked SM
Make Private	✓	**Created By: Dakota McGregor (4/3/2018 9:12 AM)** ARBS placed outbound to Nissan of Huntington 3X ARBS notes that tried sales and service and went straight to a general voice mailbox every time ARBS did not leave a vmx
Make Private	✓	**Created By: Dakota McGregor (4/3/2018 9:04 AM)** ARBS received inbound from C C states that C got ARBS vmx C states that C understands inspection date is on 04-28 ARBS informed 04-27 C confirmed C states C is upset that C does not have Cs veh C states that C has made 5 veh payments on Cs veh and continues to pay for the veh, and C is in a loaner/rental ARBS explained VIN specific and explained there are no current campaigns or recalls on Cs veh ARBS informed that Nissan has offered to inspect veh to look further into Cs cocnems C understood C made a remark about inspection being on 04-28 ARBS informed again that inspection is on 04-27

C states that Cs daughter's wedding is on 04-28 that is why C keeps getting mixed up
ARBS understood
C inquired if there was no defect found what might happen
ARBS informed that department that reviews may provide some additional info or may not
C inquired if C may have to come pick up the veh and take with C after process
ARBS informed that this could be an outcome
C understood
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

Make Private ✓ **Created By: Dakota McGregor (4/3/2018 8:31 AM)**
ARBS placed outbound to C[redacted]
ARBS left vmx for C informing that Cs inspection date is for 04/27 at 10AM at Nissan of Huntington
ARBS requested confirmation callback
ARBS left best contact info

Make Private ✓ **Created By: Dakota McGregor (4/2/2018 10:15 AM) | Last Modified By: Dakota McGregor (4/2/2018 10:15 AM)**
ARBS sent e-mail to DTS-KM inquiring about inspection date

Make Private ✓ **Created By: Dakota McGregor (3/28/2018 6:37 PM)**
ARBS submitted DTS request

Make Private ✓ **Created By: Dakota McGregor (3/28/2018 5:34 PM)**
ARBS additional notes:

ARBS notes per C that C is in a rental/loaner veh currently
ARBS informed that rental/loaner would be provided until resolution or until ARBS has more info to c and notifies C
C understood and agreed to inspection

Make Private ✓ **Created By: Dakota McGregor (3/28/2018 5:33 PM)**
ARBS notes to omit note from 03/28/18 at 5:32PM as is not applicable to case

Make Public **Created By: Dakota McGregor (3/28/2018 5:32 PM)**
IIR- ACCELERATOR/FEB- EST

Make Private ✓ **Created By: Dakota McGregor (3/28/2018 5:29 PM)**
ARBS placed outbound to C[redacted] at 4:35PM
ARBS verified and completed probe
ARBS verified C had time to speak to ARBS

C states that Cs veh has a low fuel light that suddenly illuminates, veh beeps, veh would start shaking, steering wheel would get tight and the veh would automatically brake
C states that the veh would slow down on own
C states automatic braking has increased in severity each subsequent incident
C states that called Nissan service to bring the veh in
C states that even before Cs appointment concerns happened again
C states that DLR informed C that would be keeping the veh to diagnose
C states that was on St. Patrick's day
C states that C went home and was called by DLR later that afternoon that there was dirt and debris on Cs gas sensor and that Cs concerns should not happen again
C states that C picked up the veh, C states regarding most recent incident
C states that left to go to a St. Patrick's day party
C states that as C was leaving the party with family, veh started shaking, made a beeping noise, and veh braked on veh own
C states the low fuel light illuminated
ARBS asked C to describe the low fuel light
C states that light is of a fuel pump
C states that was near Cs house
C states there were no vehicles beside, behind or in front of C
C states there was no construction around C or in the area
C states that there were no overhead obstructions like any signs, overpasses or traffic lights
C states that had just gotten off of the highway
C states that took foot off of the accelerator and waited about 5 seconds then C was able to regain control
C states that did not have to pull over
C states there was no accident
C states that was between Leeds Lane and Gary Lane of New York
C states that DLR is informing that might be an FEB concern
C states that DLR cannot duplicate
In regard to the low fuel light, C states that C has never had below or around a half of a tank when the light illuminates
C states that has happened 5 times total

ARBS advised c that NNA would be interested in inspecting the veh
ARBS advised c that it can take 2-4 weeks to get an inspector out and another 2-4 weeks to get the results depending on the inspector's schedule
c stated ok
ARBS advised c that ARBS will request the inspection and will call c once a date is available
C agreed
ARBS informed C that ARBS will be OOO on 03/30/18 in observance of the holiday
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

Make Private ✓ **Created By: Dakota McGregor (3/28/2018 5:11 PM)**
ARBS received vmx from C requesting callback

Make Private ✓ **Created By: Dakota McGregor (3/28/2018 3:56 PM)**
[redacted] ARBS placed outbound to C
ARBS left vmx requesting callback
ARBS informed that would be OOO on 03/30/18
ARBS provided best contact info and case #

Make Private ✓ **Created By: Dakota McGregor (3/28/2018 3:54 PM)**
ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Make Public **Created By: Samantha Dixon (3/26/2018 2:06 PM)**
C contacted NNA about veh concern–fuel gauge.

Make Private ✓ **Created By: Kelli Donovan (3/26/2018 11:39 AM)**
RCAS-KD placed call to c @[redacted]
RCAS verified address, email address, and phone number.
RCAS advised the call may be recorded for quality and training purposes.

RCAS verified c's concerns.

C stated that c does not think it has anything to do with the braking system.
C stated c thing will come up that c has low fuel.
C stated that the veh will sputter and stall like there is something wrong.
C stated this happened five times before getting the veh in.
C stated that c was told there was a dirty system and provided veh back.
C stated it happened back to back then.
C stated c was told on Monday that the dlr thinks this is a braking concern by dlr, but dlr cannot duplicate and c should pick up veh.

RCAS understood and apologized.
RCAS asked c if c noticed any indicator lights on the dash the second time this occurred on March 17?

C stated that there was a light on the dash but it happened so quickly but c is unsure.
C stated that the dlr thought it was the FEB.

RCAS understood and asked if the veh seems to be braking when the concerns occurs.

C stated the veh is not braking on it's own unless the veh has the indicator light coming on c's dash.

RCAS understood and apologized.
RCAS completed IIR form.

RCAS stated that RCAS will be submitting an incident form to advise on how to best proceed.
RCAS set follow up for 03/27/18.

Call ended mutually.

Make Private

Created By: Kelli Donovan (3/26/2018 11:27 AM)
RCAS-KD received VMX from c seeking a call back.

Make Private

Created By: Kelli Donovan (3/26/2018 10:39 AM)
RCAS-KD placed call to c @[redacted] and left VMX for c with case number, RCAS hours and RCAS contact.

Make Private

Created By: Kelli Donovan (3/26/2018 10:38 AM)
RCAS-KD placed call to c @[redacted] and left VMX for c with case number, RCAS hours and RCAS contact.

Make Private

Created By: Kelli Donovan (3/26/2018 10:37 AM)
RCAS-KD sent ASM follow up email to confirm concern is FEB system.
ASM responded stating that is correct.

Make Private

Created By: Kelli Donovan (3/26/2018 9:53 AM)
ASM-Shrenik Delhiwala responded to email that c has an automatic braking concern and there are no stored codes.
ASM stated that dlr has been uanble to duplicate concern and recommends DTS involvement.

Make Private

Created By: Kelli Donovan (3/26/2018 9:26 AM)
RCAS-KD sent email to SM-Shrenik requesting information on c's concern.

Make Private

Created By: Amanda Yett (3/26/2018 7:19 AM) | Last Modified By: Amanda Yett (3/26/2018 7:19 AM)
RCAS-AY unable to datanet.

Make Public

Created By: John Slabbert (3/23/2018 3:06 PM)
CASE SUMMARY
C contacted CA regarding DLRSHP complaint, Ongoing VEH concern Unresolved & Undiagnosed

CRR-JS is forwarding case to RCAS

Make Public

Created By: John Slabbert (3/23/2018 3:06 PM)
CRR-JS received inbound call from C

CRR-JS VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number
CRR-JS VERIFIED VEH Information including: VIN #, Current Mileage
CRR-JS CHECKED for open recalls/campaigns and found: 0
CRR-JS CHECKED for previous UNRELATED Case(s) and found: 0
CRR-JS CHECKED previous RELATED Case(s) and found: 0
CRR-JS NOTED concern is: DLRSHP complaint, Ongoing VEH concern Unresolved & Undiagnosed

C stated C just got VEH in November
C provided VIN# for 2017 Rogue

CRR-JS verified C's account information
CRR-JS asked what concern was

C stated concern has happened 5 times now
C stated after 4 times C made appointment at NNA
C stated C is driving VEH and then VEH beeps on C
C stated then C is informed that VEH has low fuel
C stated VEH has always been at half a tank or more and then VEH goes to stall
C stated concern happens and VEH shakes a little then returns to normal
C stated C called NNA to make appointment to bring VEH in
C stated appointment was on Wednesday, and concern happened again the following Friday
C stated DLRSHP told C that VEH would be kept and gave C rental VEH
C stated then DLRSHP informed C that there was simply dirt and debris on gas sensor
C stated C picked up VEH and concern arose again that last night
C stated DLRSHP now has VEH again, with no concern found and wants VEH picked up
C stated C does not want to pick up VEH and feels C will get into accident
C stated HUNTINGTON NISSAN Representative advised C to call NNA CA

CRR-JS understood
CRR-JS asked if C felt C had DLRSHP complaint

C confirmed C had DLR complaint
C stated loves VEH and is sad concern is happening
C stated VEH is lease

CRR-JS informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 03/26/18 regarding the C concern
CRR-JS asked C if C had any other questions or concerns

C stated one more concern where DLRSHP Manager stated NNA CA would contact Manager
C stated DLRSHP want C to pick up VEH and return rental VEH
C stated C will not feel safe behind VEH

CRR-JS stated NNA CA does not communicate with DLRSHPs or DLRSHP representative

C stated then DLRSHP Manager mislead C

CRR-JS stated information was not true indeed

C asked what C does for case

CRR-JS stated RCAS will address
CRR-JS provided name and Agent ID 731 9337
CRR-JS provided C with Case#[redacted]

C appreciated the assistance and call ended mutually

CRR-JS forwarding case to RCAS

Best Contact #:[redacted]

Case Categorizations Case Categorizations Help

New Case Categorization

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code
	CC-[redacted]	NSN DEALER SERVICE DEPT.	EXPRESS SERVICE MAINTENANCE (Nissan)	POOR SERVICE EXPERIENCE	QC
	CC-[redacted]	FUEL/INTAKE SYSTEM	GEN. FUEL DELIVERY/INTAKE COMPONENT	POOR OR IMPROPER OPERATION	07

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] NISSAN OF HUNTINGTON			3/30/2018	Kevin MacKay		Completed	4/24/2018 11:14 PM
Edit | Del	DTS Follow Up[redacted]: NISSAN OF HUNTINGTON			3/30/2018	Dakota McGregor		Complete	3/29/2018 2:20 PM
Edit | Del	IIR		[redacted]	3/27/2018	Dakota McGregor		Complete	3/28/2018 3:54 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	Kelli Donovan, 3/26/2018 11:36 AM	3/26/2018			5N1AT2MVXHC[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	4/27/2018 10:00 AM	Kevin	MacKay	Completed

Attachments

Attach File — Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
5/3/2018 8:17 AM	Dakota McGregor	Changed **Follow Up Date** from 5/4/2018 to **5/17/2018**.
4/27/2018 12:40 PM	Dakota McGregor	Changed **Follow Up Date** from 4/30/2018 to **5/4/2018**.
4/10/2018 1:29 PM	Dakota McGregor	Changed **Follow Up Date** from 5/4/2018 to **4/30/2018**.
4/3/2018 5:03 PM	Dakota McGregor	Changed **Follow Up Date** from 4/3/2018 to **5/4/2018**.
4/2/2018 3:08 PM	Dakota McGregor	Changed **Follow Up Date** from 4/2/2018 to **4/3/2018**.
3/29/2018 2:20 PM	Dakota McGregor	Changed **Follow Up Date** from 3/29/2018 to **4/2/2018**.
3/28/2018 5:32 PM	Dakota McGregor	Changed **Description**.
3/28/2018 3:56 PM	Dakota McGregor	Changed **Follow Up Date** from 3/28/2018 to **3/29/2018**.
3/27/2018 6:24 PM	Dakota McGregor	Changed **Follow Up Date** from 3/27/2018 to **3/28/2018**.
3/26/2018 2:06 PM	Samantha Dixon	Changed **Case Owner** from Kelli Donovan to **Dakota McGregor**.
3/26/2018 2:06 PM	Samantha Dixon	Changed **Description**.
3/26/2018 10:39 AM	Kelli Donovan	Changed **Follow Up Date** from 3/26/2018 to **3/27/2018**.
3/26/2018 7:39 AM	Janisha Wilkerson	Changed **Case Owner** from Amanda Yett to **Kelli Donovan**.
3/26/2018 7:19 AM	Amanda Yett	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MVXHC[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MVXHC**[redacted].
		Changed **Description**.
3/23/2018 3:06 PM	John Slabbert	Changed **Escalated By ID** to[redacted]
		Changed **Case Owner** from John Slabbert to **Amanda Yett**.
3/23/2018 3:04 PM	John Slabbert	Changed **Subject** from CUSTOMER[redacted] PHONE:[redacted] BC VIN: 5N1AT2MVXHC[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MVXHC**[redacted]
3/23/2018 2:59 PM	John Slabbert	Changed **VIN** to **5N1AT2MVXHC**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **BC VIN: 5N1AT2MVXHC**[redacted].

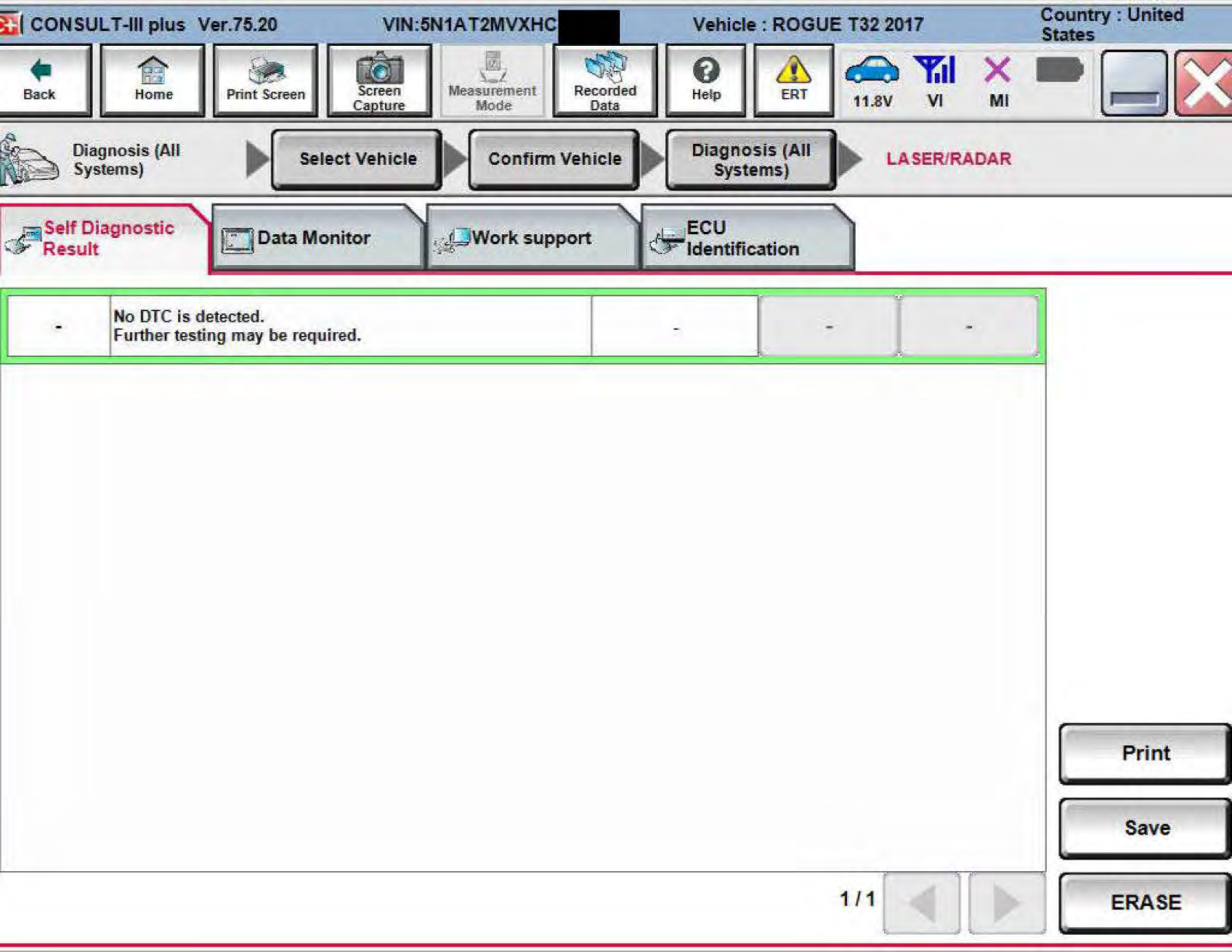
Created.

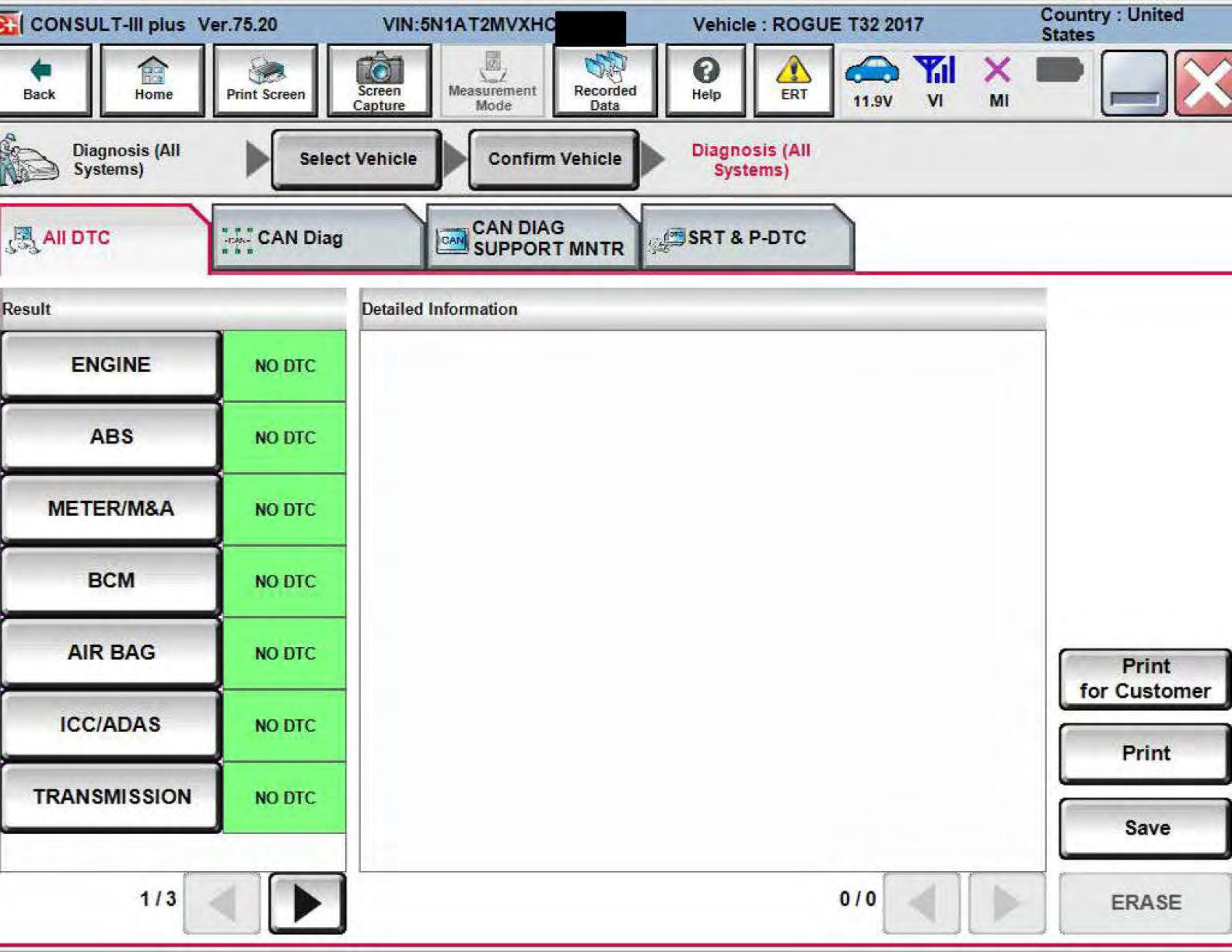
Emails Send an Email Emails Help

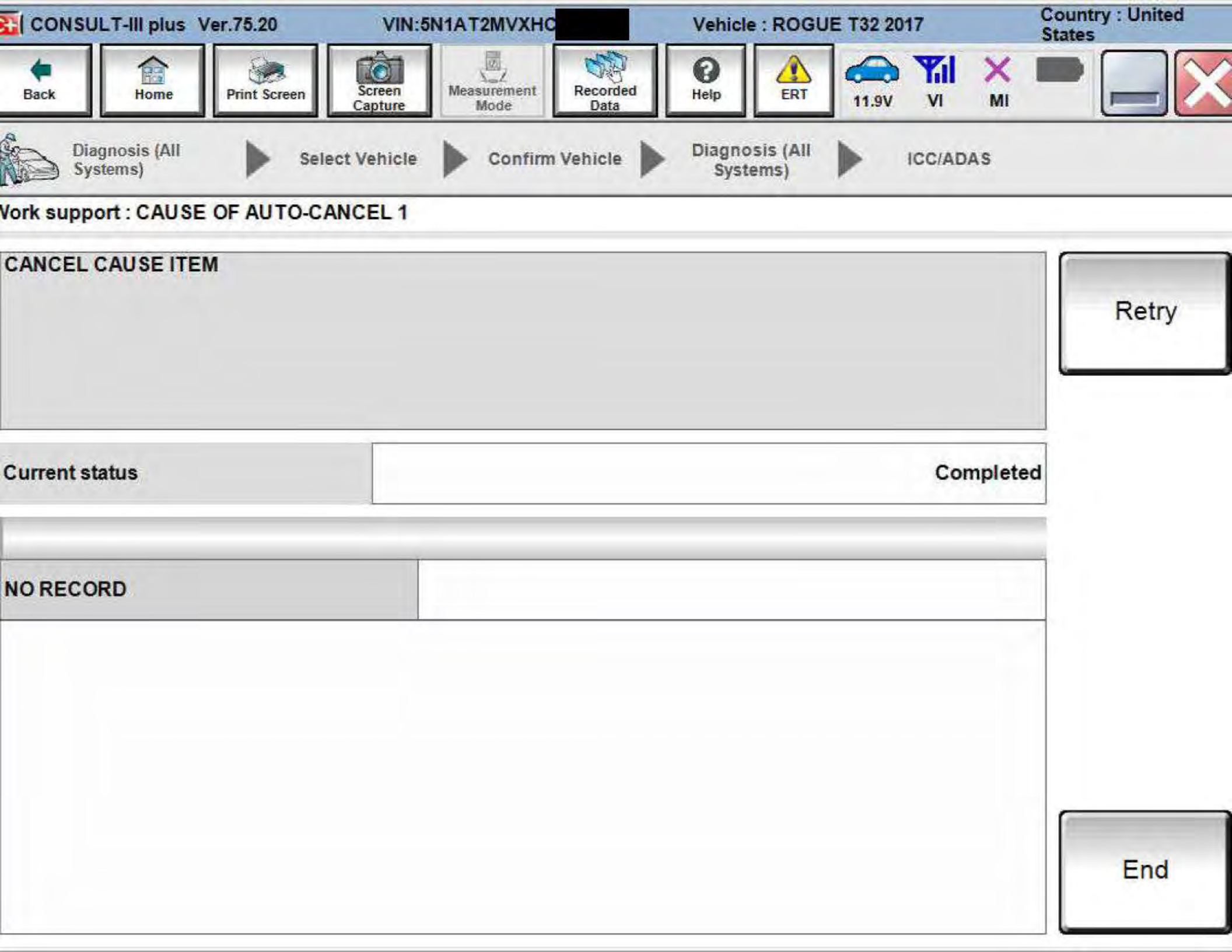
No Emails Available

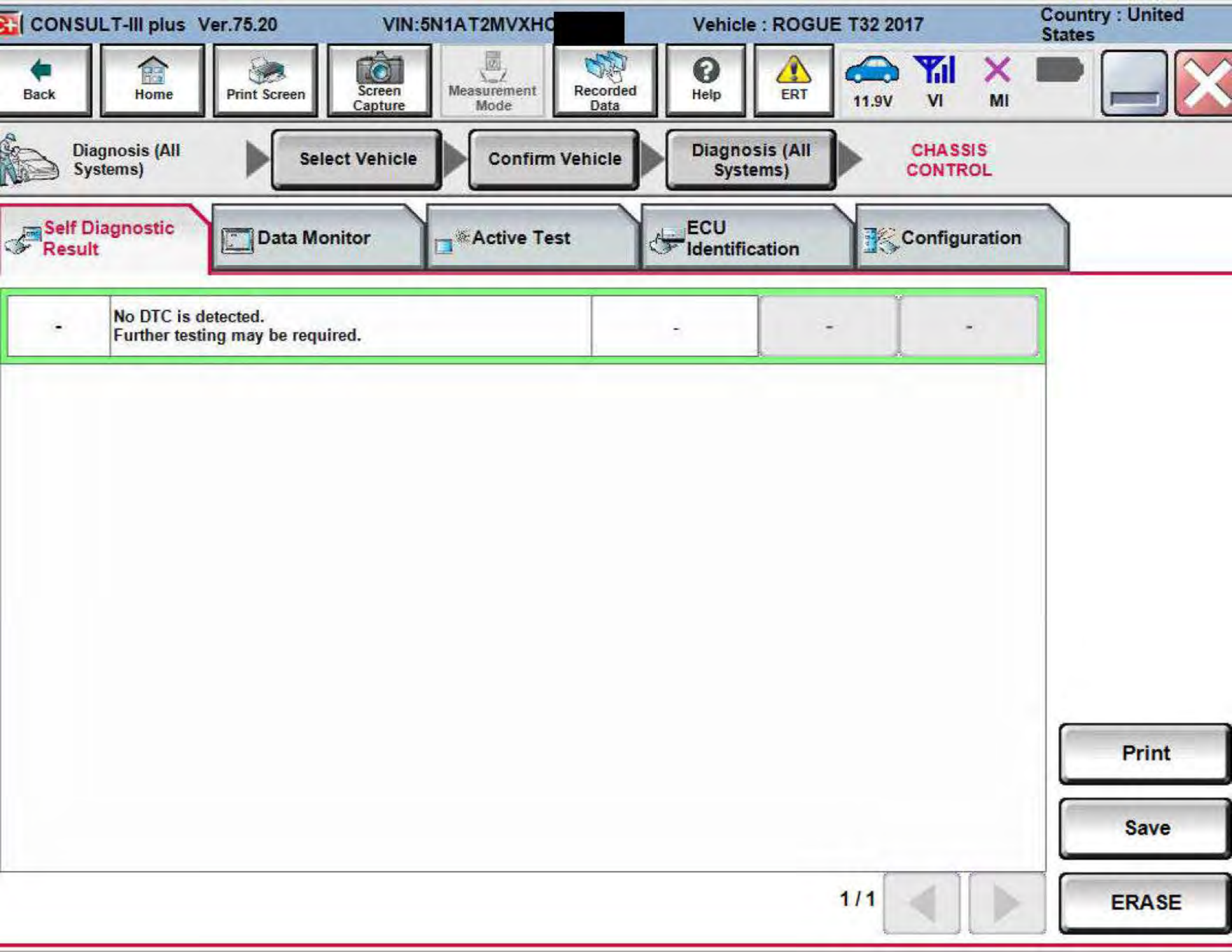
^ Back To Top Always show me fewer / more records per related list

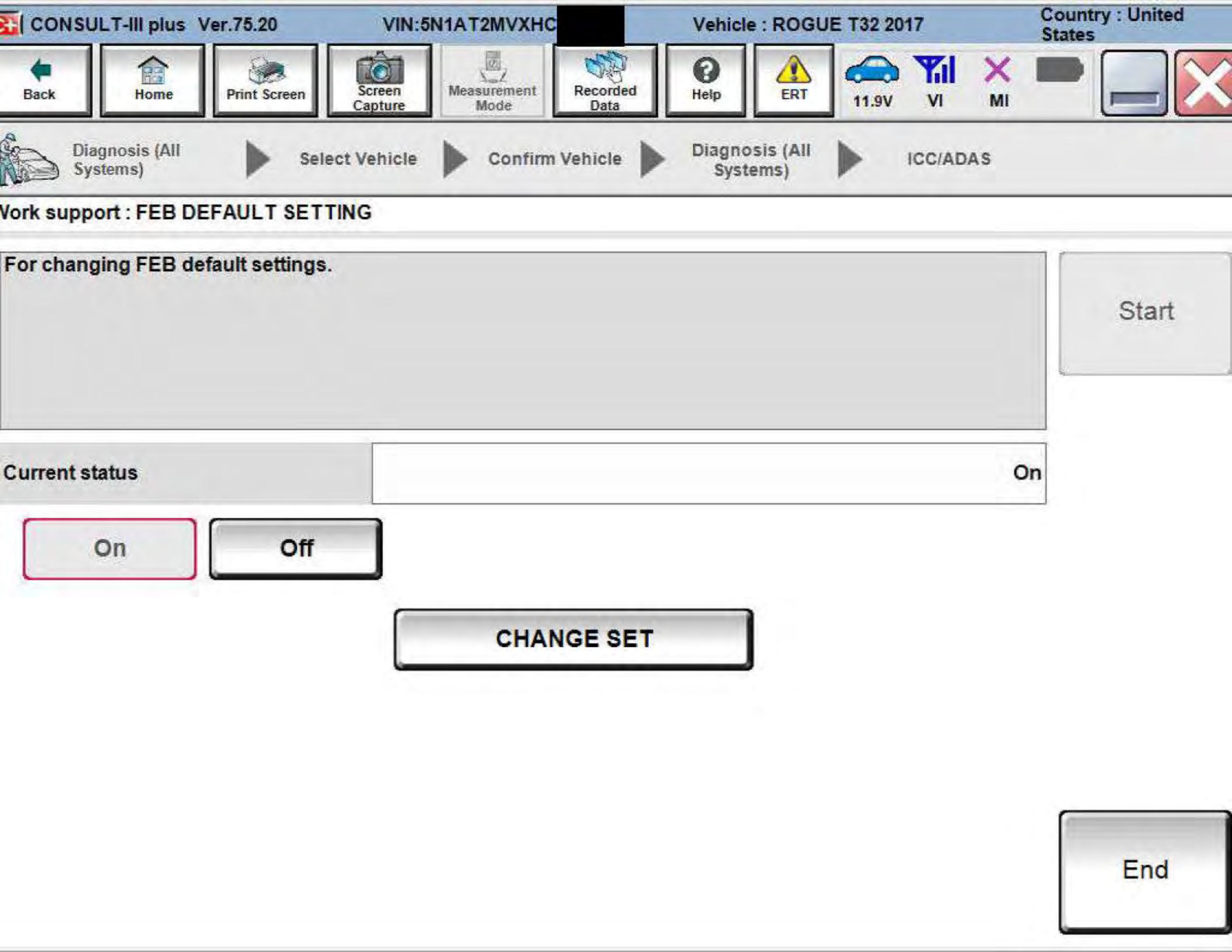
Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance

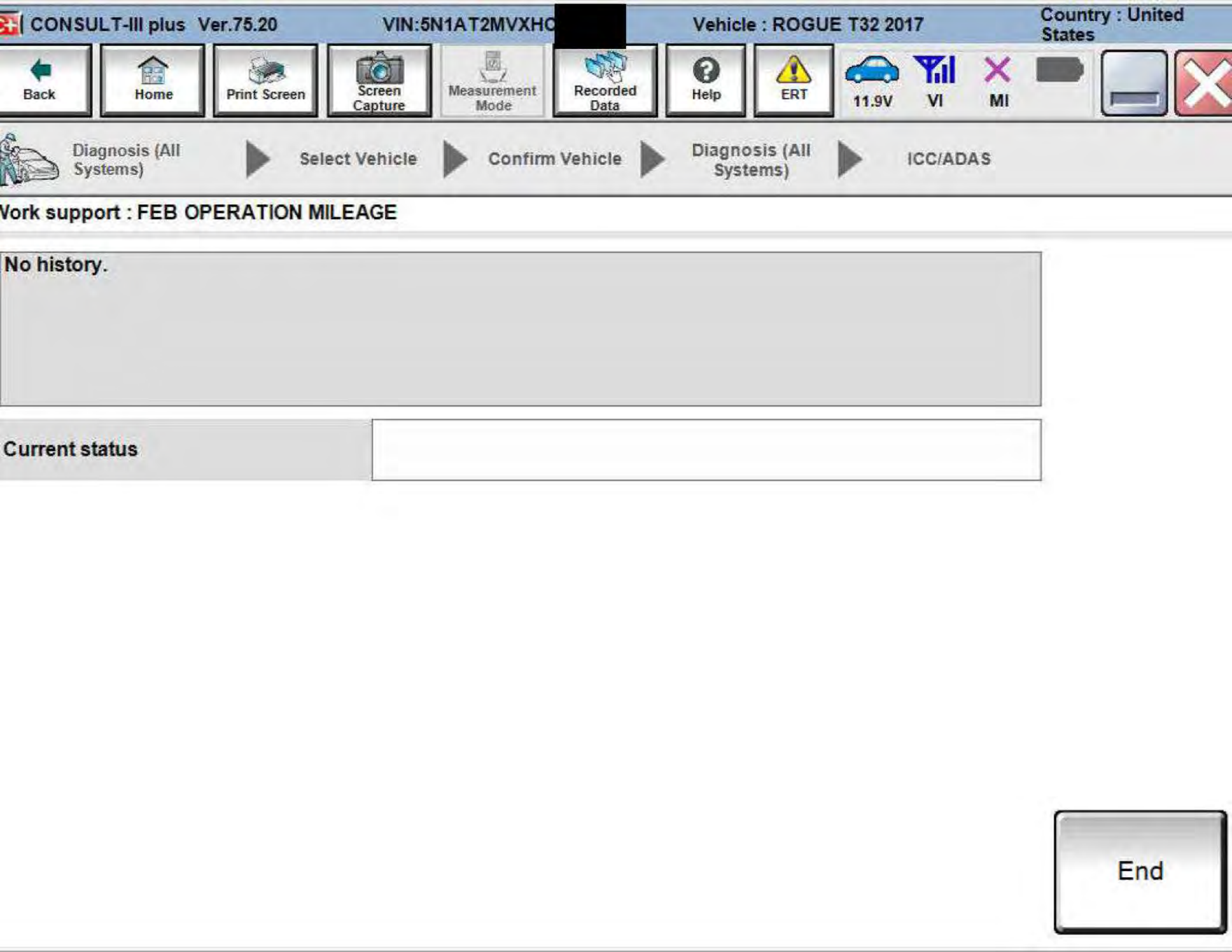

CONSULT-III plus Ver.75.20
VIN:5N1AT2MVXHC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1

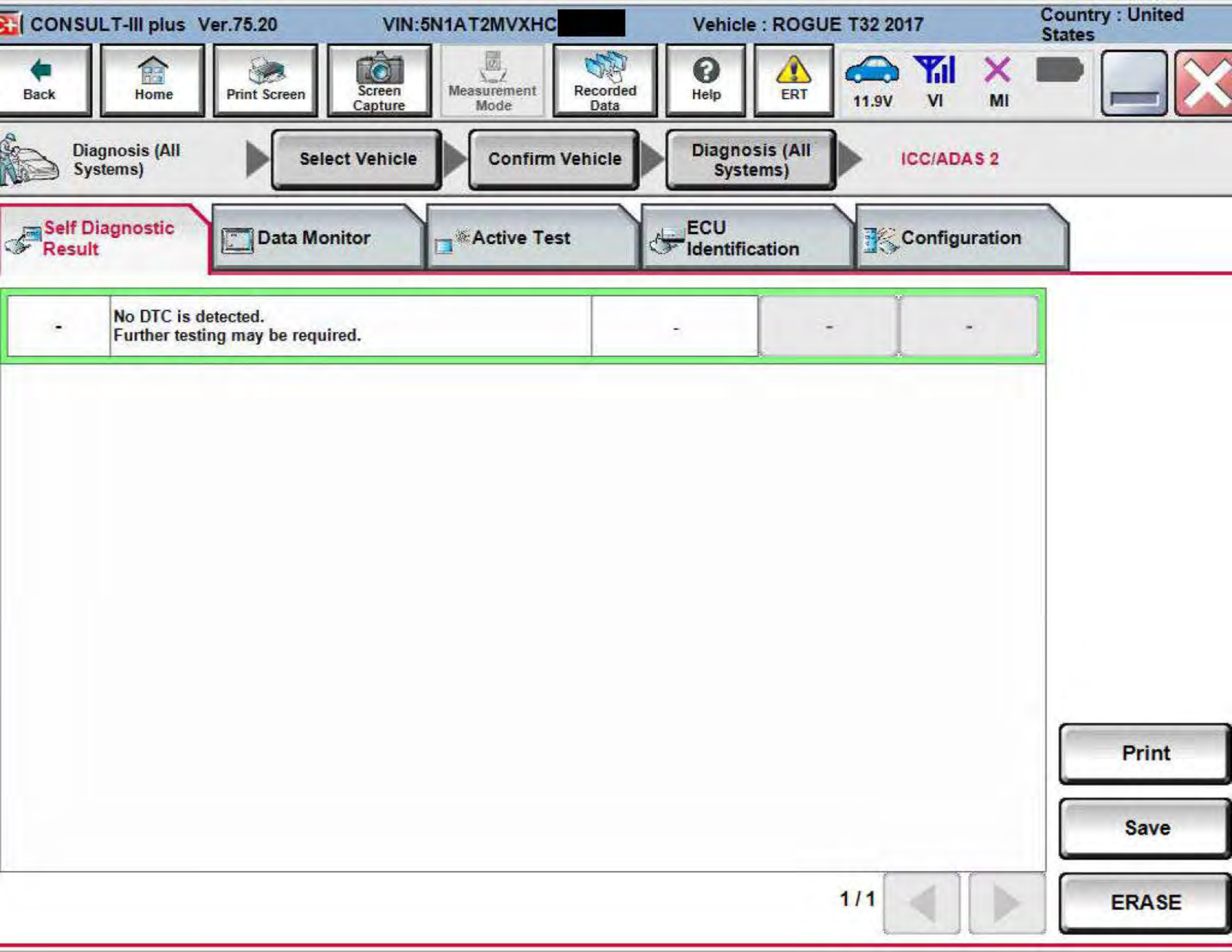

CONSULT-III plus Ver.75.20
VIN:5N1AT2MVXHC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
TRANSMISSION
NO DTC
1 / 3
0 / 0
Print for Customer
Print
Save
ERASE

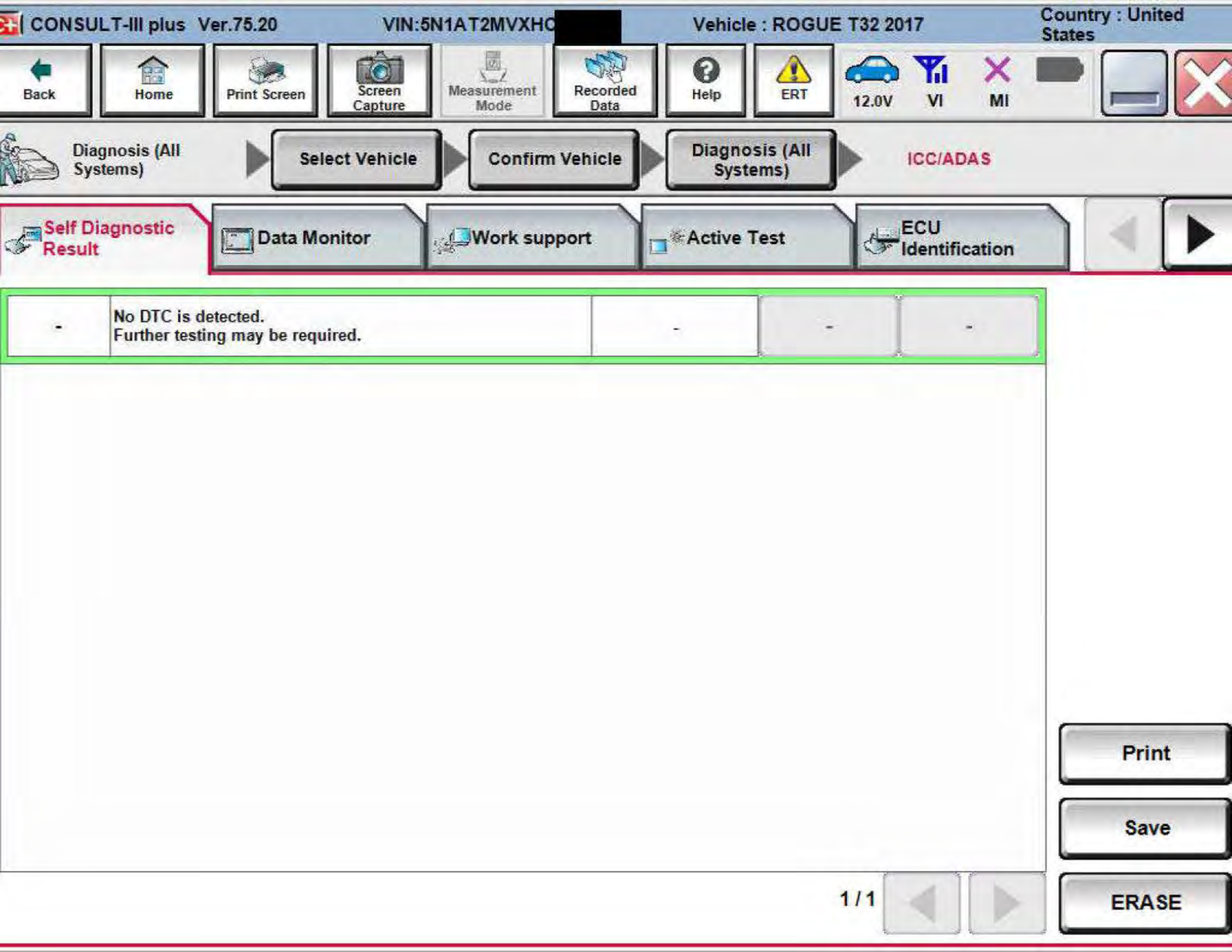

CONSULT-III plus Ver.75.20
VIN:5N1AT2MVXHC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End


CONSULT-III plus Ver.75.20
VIN:5N1AT2MVXHC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
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:5N1AT2MVXHC
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End


CONSULT-III plus Ver.75.20
VIN:5N1AT2MVXHC
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End


CONSULT-III plus Ver.75.20
VIN:5N1AT2MVXHC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
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:5N1AT2MVXHC[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
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1






12:43 PM
52°F
P
111
3314 miles
RPMx1000
4
5
6
7
8
C
H
MPH
0
20
40
60
80
100
120
140

NISSAN OF HUNTINGTON

[redacted]

850 East Jericho Turnpike
Huntington Station, NY 11746
www.nissanofhuntington.com

PARTS (631) 439-7084 SERVICE (631) 439-7060 FAX NO. (631) 439-7008 SALES (631) 439-7000

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
[redacted]							

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/17/18	702993	3149	707716	920073	I	01NIZCCP895	LOF $8.95 CCP
				106192	I	08NIZ	*FUEL SYSTEM
				99	I	55NIZEINSP	EXPRESS MULITPOINT
				99	I	55NIZGBR	CKBRAKESAS PER MULTI
				99	I	55NIZGTIR	TIRE INPECTION
				99	I	55NIZINSPBR	BRAKE INSPECTION

SALESPERSON NO. 865441 MICHAEL NUSSENBLATT

SERVICE

STATE REG# [redacted]

5N1AT2MVXH[redacted]	17/NISSAN/ROGUE/4D SUV 2017.5 AWD S	09/13/17	[redacted]	[redacted]	[redacted]				
[redacted] N BABYLON, NY [redacted]				11/04/17	28	10	03/19/18		
	CASPIAN BLUE/CHAR		R [redacted]				39,00[redacted]		
		NIZZ			3,255	707716	CHARISSA PISCAK		

WAITING 02:51pm 03/19/18 08:30pm PRIORITY

APPOINTMENT [X]

LABOR RATE 125.00

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I ALSO AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN 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 AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.
TERMS: ALL REPAIRS ARE CASH OR CERTIFIED CHECK ONLY.

CUSTOMER'S SIGNATURE X

[WARR DEDUCT [redacted]

ORIGINAL CUSTOMER ESTIMATE:

0.00
X [redacted]

COMMENTS:
DROP

1 C * 08NIZFUELDIAG ***FUEL SYSTEM DIAG***
CUSTOMER STATES WHILE DRIVING AT ABOUT 20MPH VEHICLE STARTED TO SLOW DOWN AND GAS PEDAL FELT TIGHT, FELT LIKE IT WAS GOING TO STALL / CUSTOMER WAS IN [redacted]
PULLED DTC C1A16-97.

2 I * 55NIZEINSP ***EXPRESS MULITPOINT***
PERFORM EXPRESS MULTIPOINT INSPECTION

3 I * 55NIZGBR ***CKBRAKESAS PER MULTI***
CKED BRAKES AS PER MULTI POINT INSPECTION

4 I * 55NIZGTIR ***TIRE INPECTION***
CKED TIRE TREAD DEPTH

[redacted]

N.Y.S. REPAIR SHOP NO. # 7113137

SAVE REPLACED PARTS YES ☐ NO ☐

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

A DAILY STORAGE FEE WILL BE CHARGED IF THE VEHICLE IS NOT PICKED UP WITHIN 24 HOURS AFTER YOU HAVE BEEN NOTIFIED WORK HAS BEEN COMPLETED. DAILY STORAGE CHARGE $25.00

PRE-INSPECTION ESTIMATE PARTS, MATERIAL & LABOR
PARTS $
LABOR $
TOTAL $

ADDITIONAL WORK
PARTS $
LABOR $
TOTAL $

DATE TIME
CALLED BY PHONE
OKD BY

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. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED.

THE FOLLOWING ARE NOT COVERED BY WARRANTY:
FRONT END ALIGNMENT, COOLANT AND COOLANT LEAKS, AIR CONDITIONING SEAL LEAKS, FLUID LEAKS, ELECTRICAL WIRING AND SHORTS UNLESS NOT RELATED TO ORIGINAL REPAIR, FUEL SYSTEM WHEN DUE TO CONTAMINATION.
TIRES AND BATTERIES WARRANTED AT MANUFACTURERS OPTION.
THIS WARRANTY DOES NOT COVER CONDITIONS RESULTING FROM MISUSE, NEGLIGENCE, ACCIDENT OR ALTERATIONS.

ANY WARRANTIES ON THE PRODUCT 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 NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

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

OIL QTS		REAR DIFF GREASE	
GAS GAL		TRANS FLUID	

PAGE 1 OF 2 TECH COPY [CONTINUED ON NEXT PAGE]

[redacted]


331


5N1AT2MVXH


NEW YORK
[redacted]
04/03/18
NYMA
5N1AT2MVXHC[redacted]
2017 NISSA SUBN
PAS 0 E
4 [redacted] 18
[redacted]
VEHICLE REGISTRATION
[redacted]
NEW YORK STATE
SAFETY
INSPECTION
CERTIFICATE
2018
JAN
FEB
MAR
APR
MAY
JUN
JUL
AUG
SEP
OCT
NOV
DEC


MFD BY NISSAN MOTOR CO., LTD.
DATE: 09/17
GVWR: 2122 KG
4679 LB
GAWR FR.: 1072 KG
2363 LB
WITH 225/65R17 TIRES
17 X 7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR.: 1089 KG
2401 LB
WITH 225/65R17 TIRES
17 X 7J RIMS AT 33 PSI
COLD SINGLE
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
5N1AT2MVXHC
MPV
MODEL: TDBNLOWT32EUA----A
COLOR: RBY TRIM: G ZS30A


5
6
7
8
H
P
146
3293 miles
40
60
20


10:52 AM
54°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
146
3293 miles


10:52 AM
54°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
146
3293 miles
MPH
60
100
40
60
0
20
0


10:52 AM
54°F
Driving Aids
Emergency Brake
Blind Spot
P
146
3293 miles
60
MPH
40
100
60
0
20
0


10:52 AM
54°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
146
3293 miles
MPH
60
100
40
60
0
20
0


10:52 AM
54°F
Parking Aids
Cross Traffic
P
146
3293 miles
60
MPH
100
40
60
0
20
0
1


10:52 AM
54°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
146
3293 miles
60
MPH
40
100
60
0
20
0
1


10:52 AM
54°F
Chassis Control
Trace Control
Engine Brake
P
146
3293 miles
MPH
60
40
100
0
20
60
0
1


NISSAN






ROTARY LIFT
ROTARY LIFT
ROGUE


NISSAN
ROGUE
SV AWD


SV AWD












NISSAN












NISSAN








































ROTARY LIFT
ROTARY LIFT






ARMORALL
























NISSAN



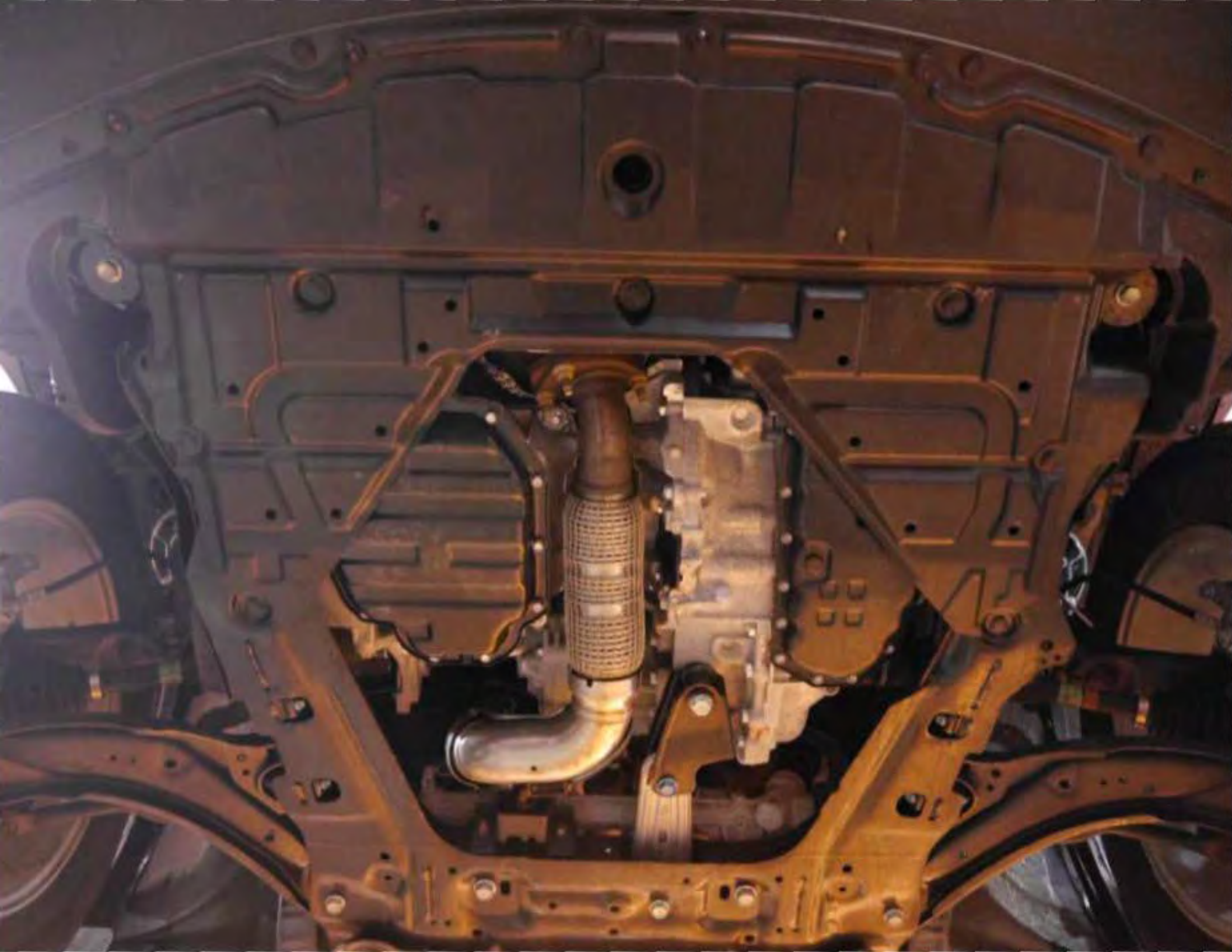


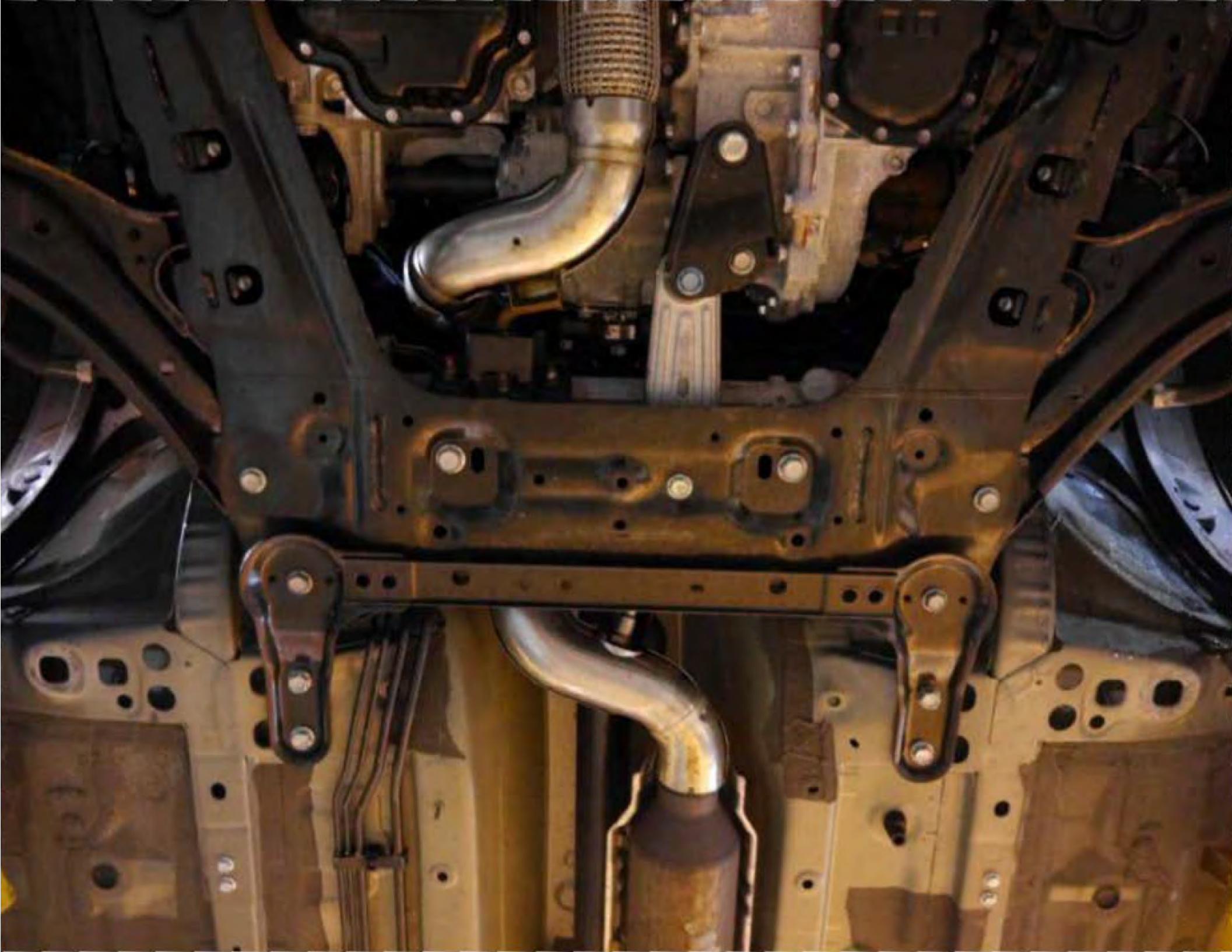





full force















Search... Search Samaritan Potter Help & Training

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

Vehicle
5N1AT2MVXHC[redacted]

Customize Page | Printable View | Help for this Page

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

Vehicle Detail

VIN	5N1AT2MVXHC[redacted]		
Last Modified By	Dakota McGregor, 5/3/2018 8:17 AM	Branded Title	
Created By	NNAETL, 9/16/2017 11:40 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	3,200	MSRP	$28,505
Latest Recorded Mileage Units	M		
In Service Date	11/4/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	9/14/2017
Model Year	2017	Plant Name	Smyrna (NMM)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	29417	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	CASPIAN BLUE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	[redacted]		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2-PIECE FRONT AND), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) MARISA KALMAN

Warranty Information

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

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	VRS[redacted]	[redacted]	NISSAN OF HUNTINGTON	NMAC lease	ROGUE	11/4/2017	

Vehicle Ownership

Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns Help

No records to display

Warranty Cases

Warranty Cases Help

No records to display

Cases

Print Cases

Cases Help

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
| Edit | Cls	[redacted]	CA	[redacted]	3/23/2018 2:59 PM		3,200	Open	0	Dakota McGregor

Service History

Service History Help

Action	SRH Number	PNC Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	SRH-[redacted]		PD	10/4/2017	5	NP NISSAN OF GARDEN CITY	5563	[redacted]	1
	SRH-[redacted]		I	3/16/2018	3,149	[redacted]	5326	[redacted]	
	SRH-[redacted]		I	3/16/2018	3,149	[redacted]	5326	[redacted]	
	SRH-[redacted]		I	3/16/2018	3,149	[redacted]	5326	[redacted]	
	SRH-[redacted]		I	3/16/2018	3,149	[redacted]	5326	[redacted]	
	SRH-[redacted]		I	3/16/2018	3,149	[redacted]	5326	[redacted]	
	SRH-[redacted]		I	3/16/2018	3,149	[redacted]	5326	[redacted]	
	SRH-[redacted]		I	11/6/2017	28	[redacted]	5326	[redacted]	
	SRH-[redacted]		I	10/4/2017	5		5563	[redacted]	
	SRH-[redacted]		W	10/4/2017	5		5563	[redacted]	
	SRH-[redacted]		I	10/4/2017	5	Value City Auto Grou	5563	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

Action	Policy #	Contract Type	Cancel Effective Date	VSC First Name	VSC Last Name	Current Owner	Deductible	Effective Date	Expire Date	Expire Mileage
	[redacted]	Sec+Plus Gold Pref		[redacted]	[redacted]	[redacted]	100	11/4/2017	2/4/2021	39,000

Vehicle History

Vehicle History Help

Date	User	Action
9/16/2017 11:40 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	4/3/2018	[redacted]	[redacted]	[redacted]	NER	4/27/2018 10:00 AM	5/3/2018 5:05 AM

^ Back To Top

Always show me fewer / more records per related list

Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance

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	JN8AT2MV0JW[redacted]
User	KEVIN D MACKAY
Case Number	[redacted]
EDR Data Imaging Date	04/30/2018
Crash Date	04/01/2018
Filename	JN8AT2MV0JW[redacted]_ACM.CDRX
Saved on	Monday, April 30 2018 at 12:40:15
Imaged with CDR version	Crash Data Retrieval Tool 17.7
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.7
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r007

DTCs at Time of Retrieval

None

Hexadecimal Data

```
DID    Data

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

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

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

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

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

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

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

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

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

```
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 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 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.



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 [20] | Case Categorizations [1] | Open Activities [3] | Activity History [3] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [3] | Case History [25] | Emails [0]

Case Detail

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

Account Name	[redacted]	Case Number	[redacted]
Contact Email	[redacted]	Case Owner	Bereniz Lopez [Change]
Home Phone	[redacted]	Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	3/29/2018 12:13 PM
Letter Received Date		Date/Time Closed	
Follow Up Date	5/17/2018	Multiple Repairs	No
Follow Up Request	Send Follow Up Email		
Supporting Documents		DRT Support Status	DRT Assigned
CA Multiple Repairs		DRT Support IIR Status	Accepted
Executive Actions To Resolve		DRT Resolution Status	
Description	IIR-FEB- EST		

Call Script

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

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	JN8AT2MV0JW[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	Nissan	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22218	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	BARON NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	3/29/2018
Responsible District	07	Dealer Instructions	
Shared With	BARON NISSAN	Requested Dealer Action	please review.

Related Items

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

RHR Started	4/2/2018	Vehicle Service Contract	
RHR Completed	4/2/2018	VSC Reprint Request	Email
		Contact Name	[redacted]

Primary & Secondary Root Cause Code

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

Action Code

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

DTS Request

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV0JW[redacted]		
Created By	Jude Amoah, 3/29/2018 12:13 PM	Root Cause Code	
Last Modified By	NNAETL, 5/3/2018 9:06 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By: Bereniz Lopez (5/3/2018 4:26 PM)** ARBS received notification from DTS-Kevin Mackay that inspection has been completed and report has been uploaded to FTP site.
Make Private	✓	**Created By: Samantha Dixon (4/27/2018 10:42 AM)** SR ARBS assisting ARBS BL while OOO SR ARBS placed call to C at [redacted]. c stated that the veh is at the DLR already. SR ARBS understood and advised that ARBS was just calling to remind of the appt/ c asked if c had to be present. SR ARBS advised that C didnt have to be present. call ended mutually
Make Public		**Created By: Bereniz Lopez (4/9/2018 10:19 AM)** ARBS spoke with SM-Frank. ARBS informed SM that DTS will be going out to inspect vehicle on April 30th at 10AM. SM stated C is in a rental per CA. SM thanked ARBS. Call ended.
Make Public		**Created By: Bereniz Lopez (4/9/2018 10:16 AM)** ARBS placed call to C at [redacted]. ARBS informed C that inspection will take place on April 30th at 10AM at Baron Nissan. C stated okay. ARBS stated ARBS will call C the day before to provide friendly reminder. C thanked ARBS. Call ended.
Make Public		**Created By: Bereniz Lopez (4/5/2018 10:32 AM)** **adding notes** C did request for repurchase of vehicle. ARBS explained Nissan did review for repurchase or replacement and Nissan is not in a position to offer. ARBS stated once inspection is completed Nissan can re-review.
Make Public		**Created By: Bereniz Lopez (4/5/2018 10:30 AM)** ARBS sent DTS request, pending date.
		Created By: Bereniz Lopez (4/5/2018 10:27 AM) ARBS placed call to C at [redacted]. ARBS asked if C had about 10-15 minutes to discuss case? C stated yes. ARBS confirmed initial probe. ARBS stated regarding investigation ARBS will have to request for a date that an inspector can go out and look at the vehicle. ARBS stated the date can be 2-4 weeks out. ARBS stated once inspection is completed, the information will be reviewed which also take about 2-4 weeks. ARBS stated in total the investigation takes about 6-8 weeks. C stated C was given a loaner from the DLRSHP.

Make Public	☐	C stated C will be making payments on a vehicle that C will not have for 4-6 weeks. ARBS stated C did sign an agreement that C would pay for vehicle. ARBS stated Nissan manufacture cannot stop the payments. ARBS stated ARBS is informing C of the investigation process and C has the choice to decline or accept the investigation. C stated C has no choice. ARBS stated ARBS will request for inspection date and will contact C and DLRSHP once date has been provided. C stated okay. ARBS thanked C. Call ended.
Make Public	☐	**Created By: Courtney Smith (4/3/2018 3:07 PM)** ARBS reviewed the repair history and at this time, NNA is not in a position to offer a repurchase or replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts. NNA will continue to honor the terms and conditions of all applicable warranties.
Make Public	☐	**Created By: Courtney Smith (4/3/2018 3:06 PM)** ARBS CTS notes the following Initial RHR Review & Summary 4/3/2018 @ 1,752 miles RO#[redacted].1 day down Issue: C/s veh came to a dead stop on train track Action: C placed in loaner re: FEB concern 1 day down State: NY In service date: 1-31-2018 Miles: 1,752 1 repair related to veh coming to a complete stop No Vehicle Campaign(s) No Warranty Case(s) No Additional case(s) found No Tech Line Case(s) found No Vehicle Service Contract(s) No DTS Service found
Make Public	☐	**Created By: Courtney Smith (4/3/2018 3:03 PM)** ARBS placed outbound call to DLR at 516-621-2300, spoke with SM-Frank Rodgers SM-Frank Rodgers states RO opened on today's date (4/3/2018) SM-Frank Rodgers states RO#[redacted] SM-Frank Rodgers states miles 1,752 SM-Frank Rodgers asked when someone will come out and inspect veh ARBS informed SM that NNA is currently investigating claim and will be in contact with DLR soon to discuss in further detail SM-Frank Rodgers acknowledged ARBS thanked SM for providing requesting information call ended mutually
Make Private	☑	**Created By: Amanda Yett (4/3/2018 9:36 AM)** RCAS-AY received email from SM-Frank Rodgers advising C was put into a loaner veh.
Make Public	☐	**Created By: Michelle Simpson (4/2/2018 4:10 PM)** DRTS received the RHR. The RHR was assigned to ARBS Courtney Smith for review.
Make Public	☐	**Created By: Samantha Dixon (4/2/2018 3:42 PM)** C contacted NNA about FEB concern, repurchase/replacement.
Make Public	☐	**Created By: Amanda Yett (4/2/2018 11:03 AM)** C contacted NNA about FEB concern.
Make Private	☑	**Created By: Amanda Yett (4/2/2018 11:03 AM)** RCAS-AY sent email to FOM-Victor Rosario notifying FOM-VR that C will be placed in a loaner veh.
Make Private	☑	**Created By: Amanda Yett (4/2/2018 10:58 AM)** RCAS-AY placed outbound call to BARON NISSAN and spoke with SM-Frank on 4/2/18 @ 10:57 AM. RCAS-AY requested that C be placed in loaner veh. SM-Frank advised will call Enterprise and have SA-Jason reach out to C immediately.
		Created By: Amanda Yett (4/2/2018 10:57 AM) RCAS-AY placed outbound call to Customer at[redacted] on 4/2/18 at 10:40 AM. RCAS-AY VERIFIED C's name, home & email address, concern, and phone. RCAS-AY ADVISED "This call may be recorded for quality and training purposes." RCAS-AY CHECKED for open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 RCAS-AY advised POC. RCAS-AY advised of case number and direct line. RCAS-AY verified C's concerns—FEB concerns. C stated that veh came to a dead stop on train track. C stated that it happened again last night. C stated that it beeped first. C stated that it usually just happens on train tracks. RCAS-AY apologized for experience. RCAS-AY advised will begin IIR. C stated that RCAS-AY needs to call C. C stated that SM-Frank will not provide a loaner veh until RCAS-AY calls. RCAS-AY advised will notify SM-Frank. C stated that this is very dangerous. RCAS-AY apologized. C stated that C is at home and is not comfortable with veh. C stated that C does not feel safe. RCAS-AY asked how C would like NNA to be further involved.

C stated that C wants the veh to be fixed.
C stated that C has to go to Mineola and there are train tracks everywhere.
C stated that C has to find a route to avoid tracks.
C stated that if NNA cannot fix the issues, C needs to get a new veh.

RCAS-AY advised of RHR process.

C stated that C has been a loyal Nissan owner.
C stated that C will gladly test drive veh with DLR to show them what happened.

Why do you want to return the veh to NNA?
Due to FEB concerns

Where is the veh currently?
With C

Where was the veh purchased?
Baron Nissan

Make Private ✓

Was it purchased new or used?
New lease

If used, when was the veh purchased?
n/a

Where is the veh serviced?
Baron Nissan

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

RCAS-AY advised someone will be in contact with C no later than 4/5.

C declined further assistance.

RCAS-AY thanked C for C's time.

Call ended mutually.

Make Private ✓ **Created By: Amanda Yett (4/2/2018 10:36 AM)**
RCAS-AY received VMX from C requesting callback on 4/2/18 @ 10:35 AM.

Make Private ✓ **Created By: Kelli Donovan (3/29/2018 2:24 PM)**
RCAS-KD placed call to c@[redacted] and left VMX for c with case number, RCAS hours and RCAS-AY contact.
RCAS-KD advised that offices are closed tomorrow and RCAS-AY will follow up no later than Tuesday.

Created By: Jude Amoah (3/29/2018 12:19 PM)
CRR-JA <VERIFIED> Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-JA VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History
CRR-JA CHECKED for open recalls/campaigns and found: 1
CRR-JA CHECKED for previous UNRELATED Case(s) and found:0
CRR-JA CHECKED previous RELATED Case(s) and found: 0
CRR-JA NOTED concern is: Veh Complaint

CRR-JA received inbound call from C.

C stated C is having an issue with C's veh

C stated C's veh stops briefly and locks up when driving over a traintrack, for a few seconds

C stated that C would just like to make Nissan aware of this

CRR-JA asked C if C has visited a dlr to get the veh checked

Make Public

C stated C will, and just wanted to call to make Nissan aware of the issue

C stated C does not feel safe in the veh

C stated C would like a loaner veh

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

C declined.

CRR-JA informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day ***March 30th*** regarding C's concern.

C understood.

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

Call ended mutually

Case Categorizations

New Case Categorization | Case Categorizations Help

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

Open Activities

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	4/3/2018			[redacted]	Bereniz Lopez	4/2/2018 3:43 PM	ARBS-SD
Edit | Cls	DTS Follow Up[redacted] - BARON NISSAN	Not Started	4/7/2018				Bereniz Lopez	4/5/2018 10:28 AM	ARBS-BL
Edit | Cls	Review RHR Decision	Not Started				[redacted]	Bereniz Lopez	4/3/2018 3:09 PM	ARBS-CS

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			4/7/2018	Kevin MacKay		Completed	4/24/2018 11:19 PM
Edit | Del	RHR Review [redacted]	RHR	[redacted]	4/2/2018	Courtney Smith	Consumer Affairs RHR	Complete	4/3/2018 3:07 PM
Edit | Del	RHR Assigned [redacted] 5		[redacted]	4/2/2018	Bereniz Lopez		Complete	4/2/2018 4:11 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, 4/2/2018 10:51 AM	4/2/2018			JN8AT2MV0JW[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	4/30/2018 10:00 AM	Kevin	MacKay	Completed

Attachments

Attach File | View All

Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	RHR[redacted].doc	38KB	4/2/2018 3:44 PM	Amanda Yett
Edit | View | Del	RO[redacted].pdf	26KB	4/2/2018 3:44 PM	Amanda Yett
Edit | View | Del	RHR Template- Northeast Region Case[redacted].doc	61KB	4/2/2018 3:42 PM	Amanda Yett

Case History

Case History Help

Date	User	Action
5/3/2018 4:26 PM	Bereniz Lopez	Changed **Follow Up Date** from 5/7/2018 to **5/17/2018**.
5/3/2018 4:26 PM	Bereniz Lopez	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV0JW[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV0JW**[redacted]
4/27/2018 9:04 PM	NNAETL	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV0JW[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV0JW**[redacted].
4/27/2018 10:43 AM	Samantha Dixon	Changed **Follow Up Date** from 4/27/2018 to **5/7/2018**.
4/27/2018 10:42 AM	Samantha Dixon	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV0JW[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV0JW**[redacted].
4/9/2018 10:14 AM	Bereniz Lopez	Changed **Follow Up Date** from 4/10/2018 to **4/27/2018**.
4/5/2018 10:30 AM	Bereniz Lopez	Changed **Follow Up Date** from 4/5/2018 to **4/10/2018**.
4/2/2018 4:13 PM	Michelle Simpson	Changed **DRT Support Status** from Pending to **DRT Assigned**.
4/2/2018 3:44 PM	Amanda Yett	Changed **RHR Completed** to **4/2/2018**.
4/2/2018 3:42 PM	Samantha Dixon	Changed **Case Owner** from Amanda Yett to **Bereniz Lopez**.
4/2/2018 3:42 PM	Samantha Dixon	Changed **Description**.
4/2/2018 11:03 AM	Amanda Yett	Changed **RHR Started** to **4/2/2018**.
		Changed **Follow Up Date** from 4/3/2018 to **4/5/2018**.
		Changed **Description**.
3/29/2018 3:27 PM	Amanda Yett	Changed **Data Net** from false to **true**.
3/29/2018 3:27 PM	Amanda Yett	Changed **Follow Up Date** from 4/2/2018 to **4/3/2018**.
		Changed **Description**.
3/29/2018 2:24 PM	Kelli Donovan	Changed **Follow Up Date** from 3/30/2018 to **4/2/2018**.
3/29/2018 12:19 PM	Jude Amoah	Changed **Escalated By ID** to [redacted]
		Changed **Case Owner** from Jude Amoah to **Amanda Yett**.
3/29/2018 12:18 PM	Jude Amoah	Changed **Case Servicing Dealer** to **BARON NISSAN**.
3/29/2018 12:13 PM	Jude Amoah	Changed **Work Phone** to [redacted]
		Changed **VIN** to **JN8AT2MV0JW**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV0JW**[redacted].
		Created.

Emails

Send an Email

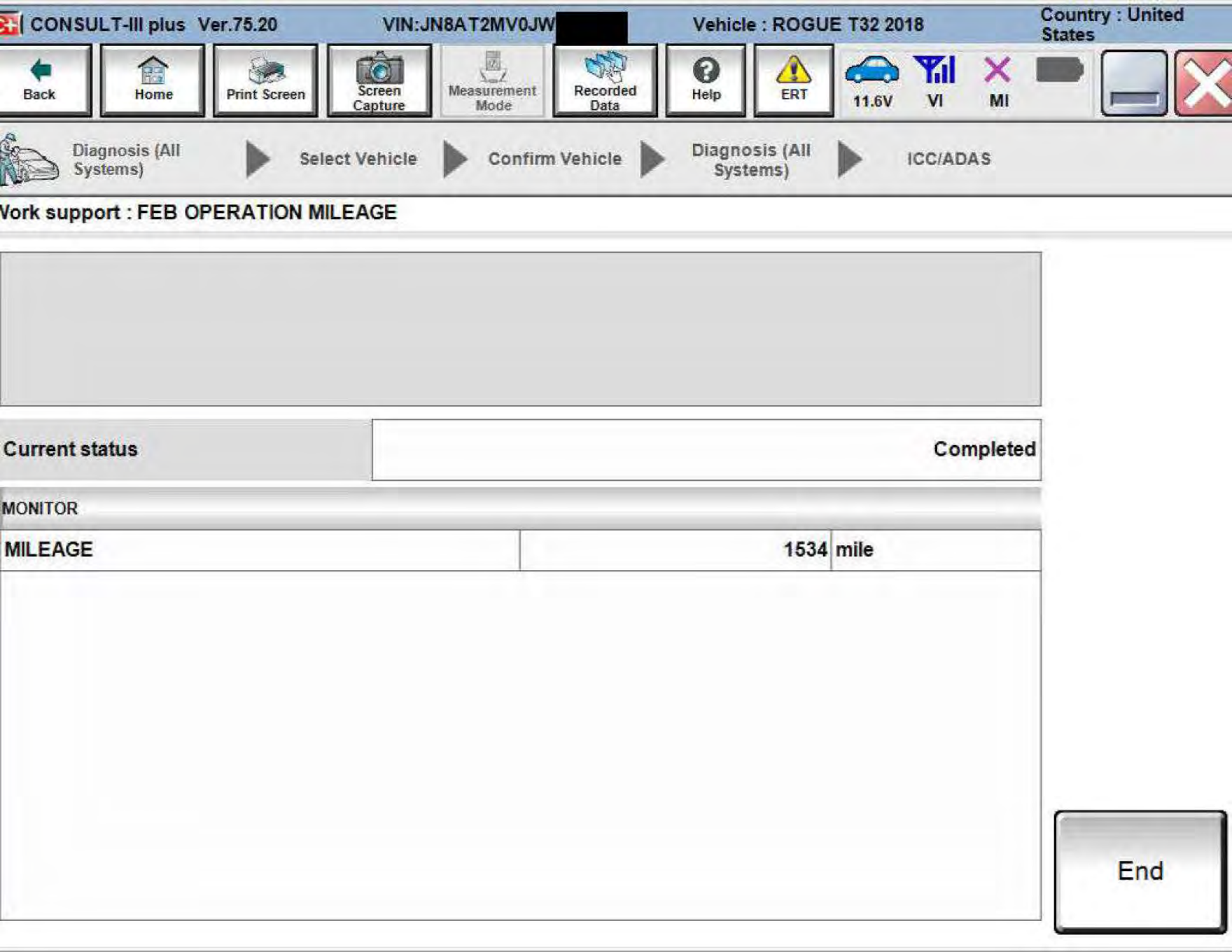
Emails Help

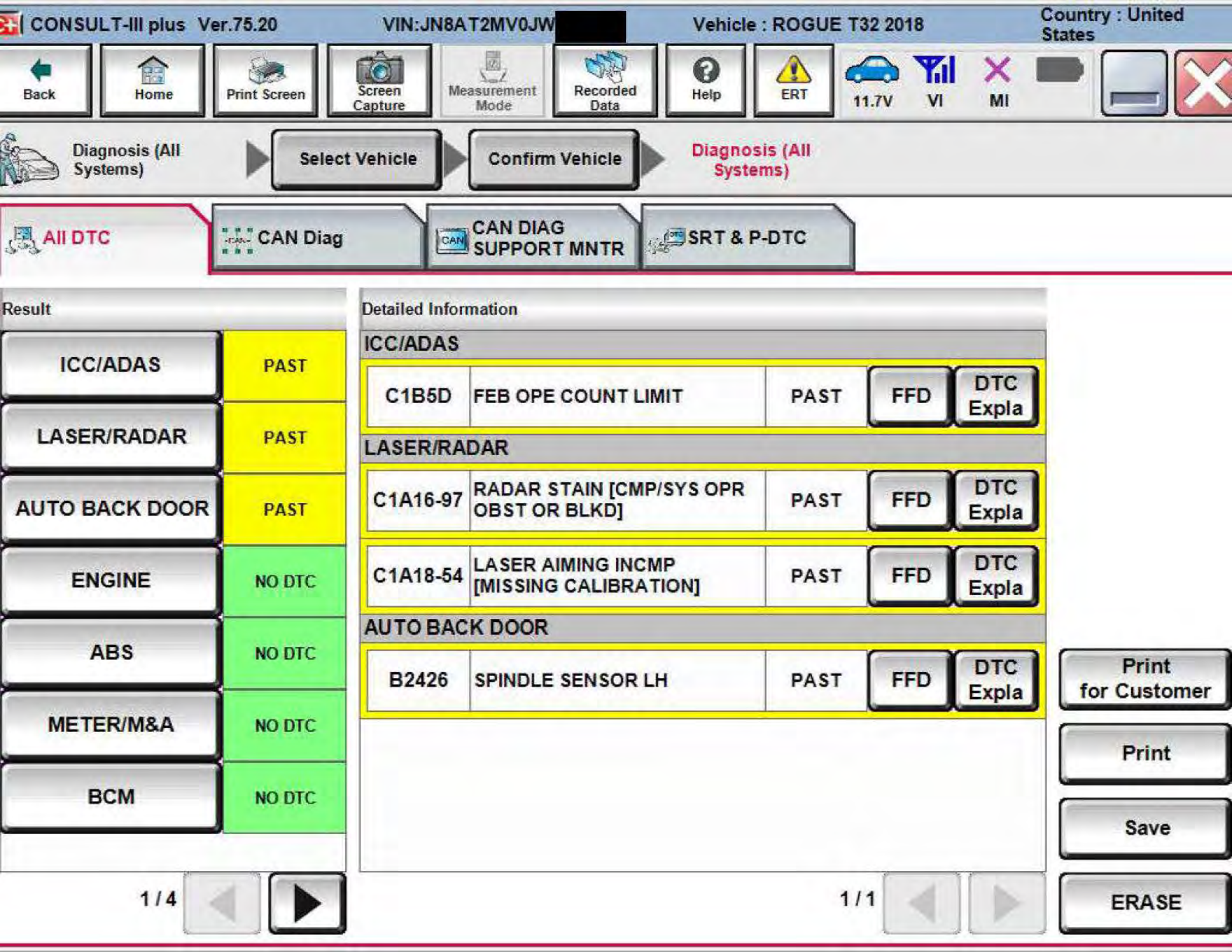
No Emails Available

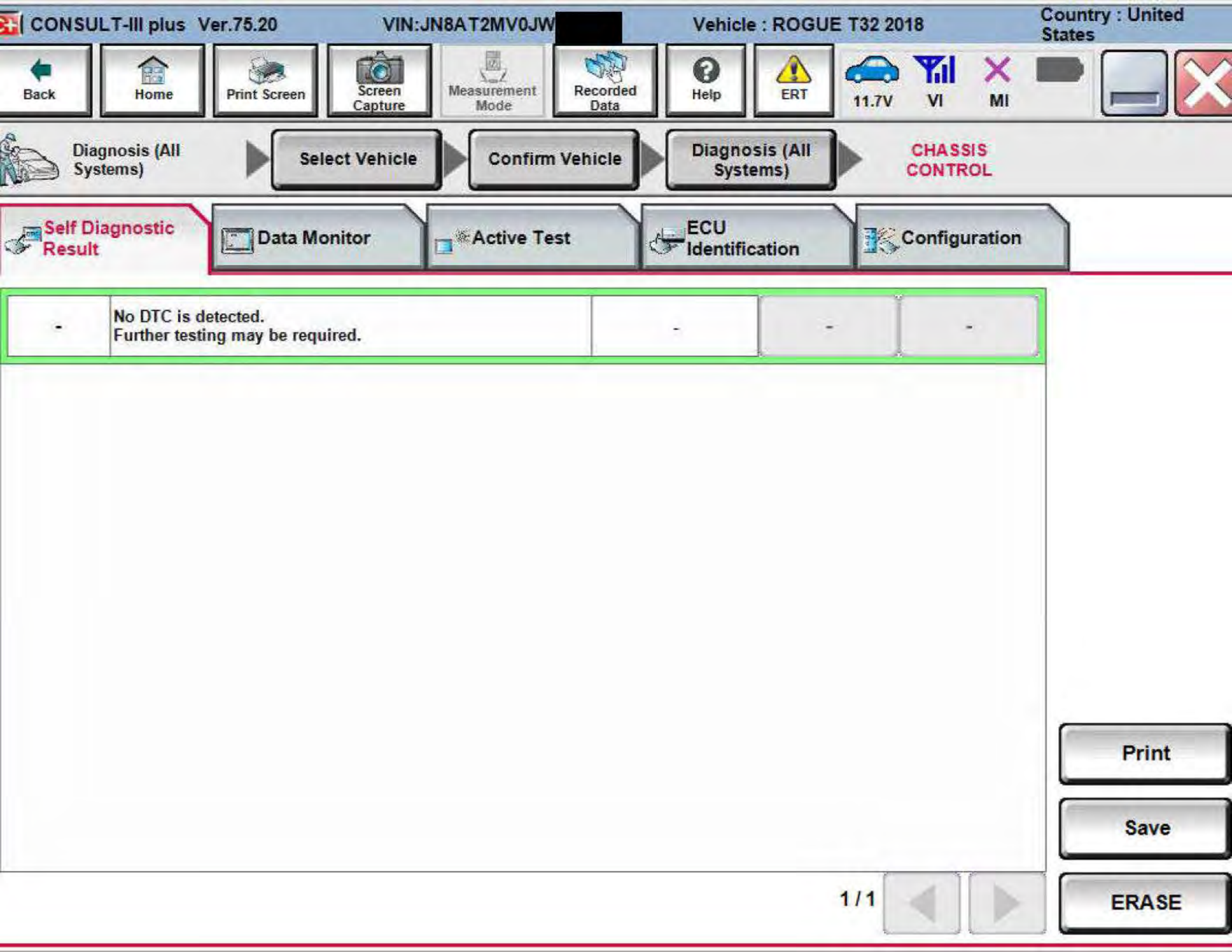
Back To Top

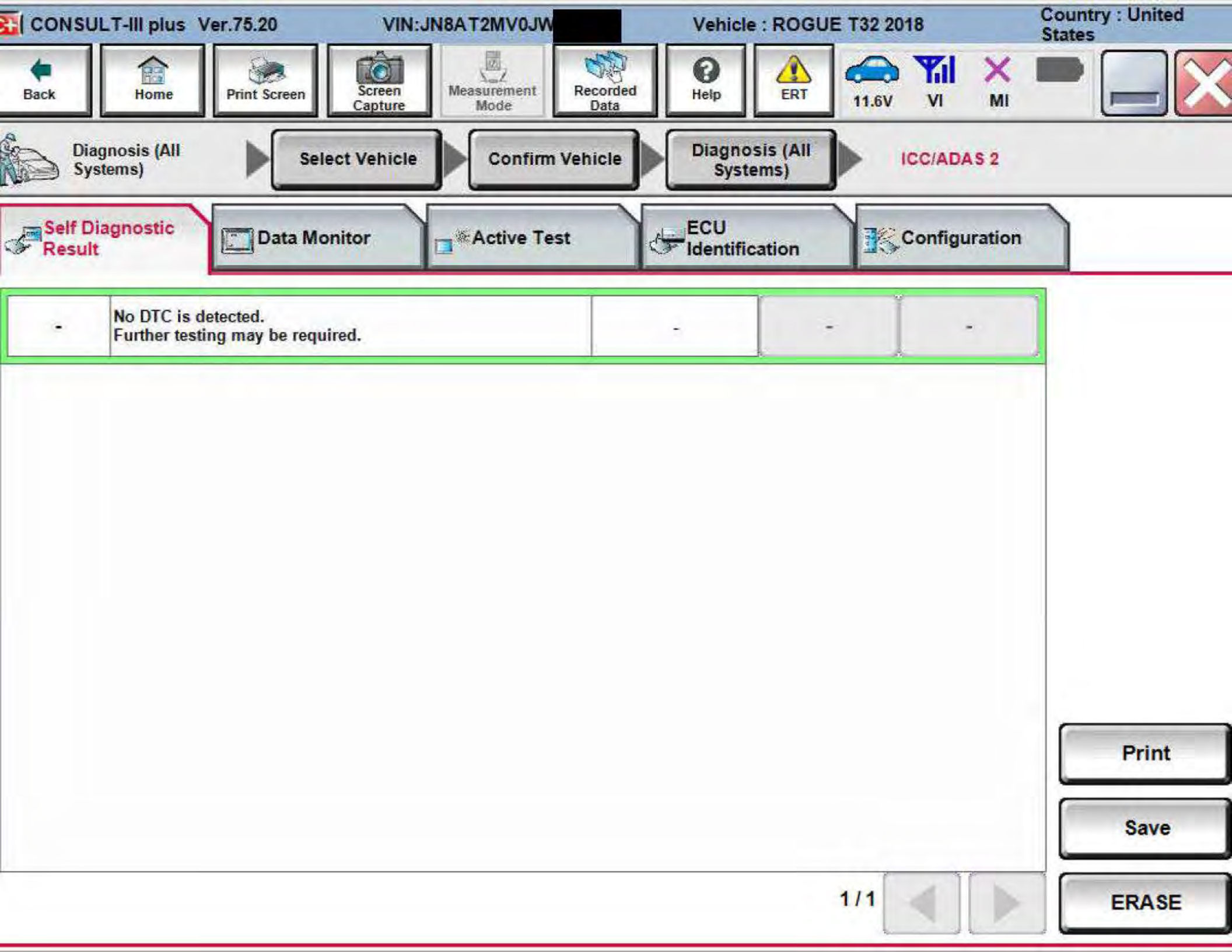
Always show me fewer / more records per related list

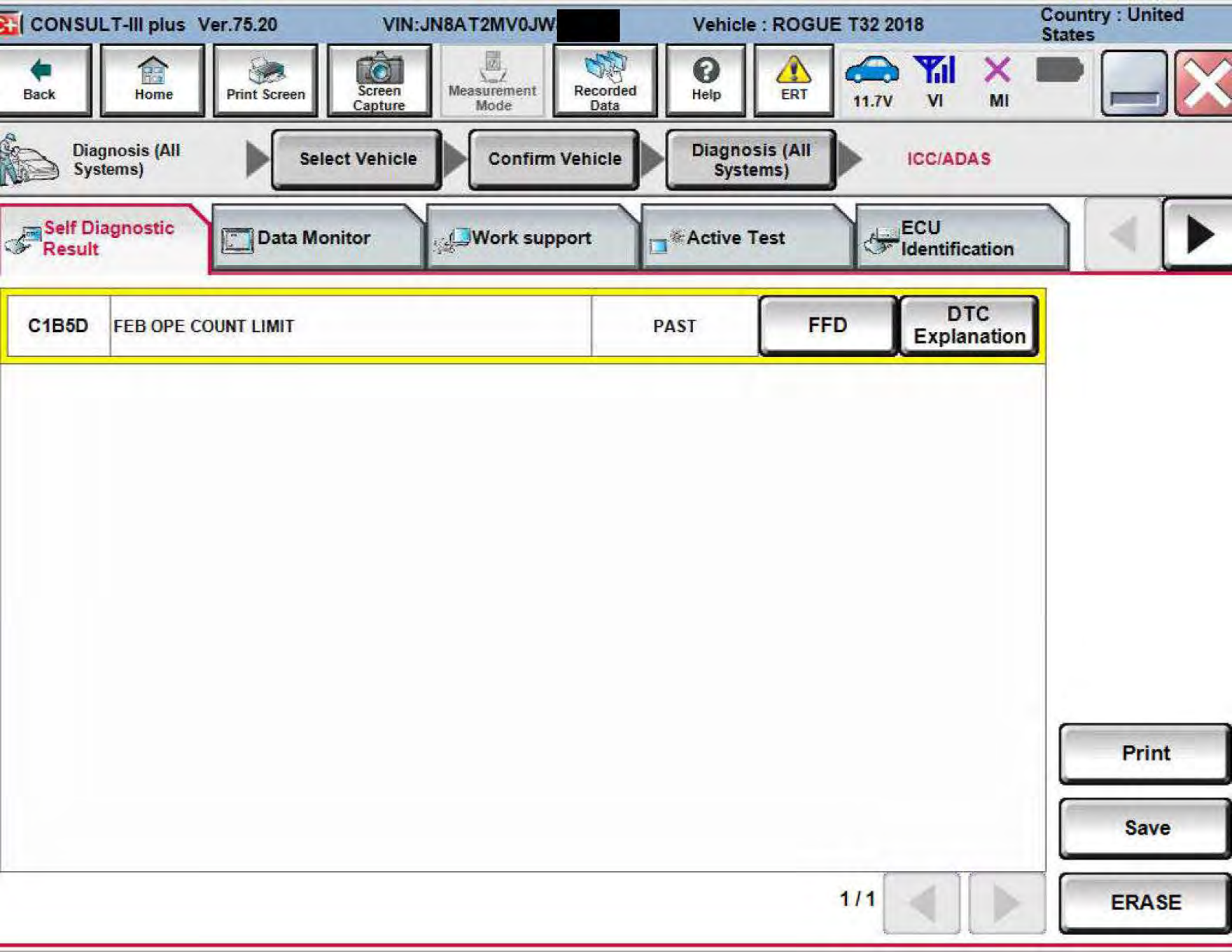
Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance

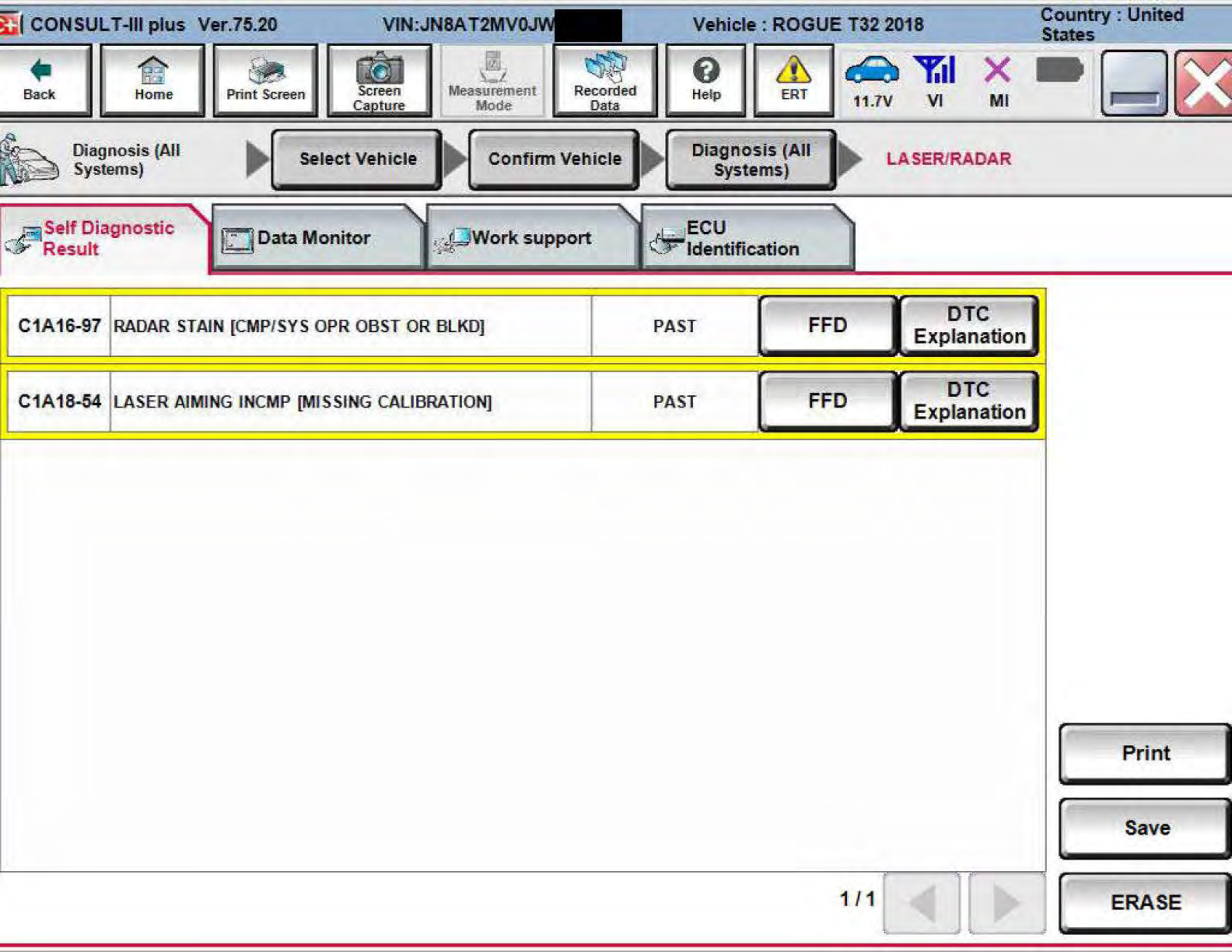

CONSULT-III plus Ver.75.20
VIN:JN8AT2MV0JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
1534
mile
End

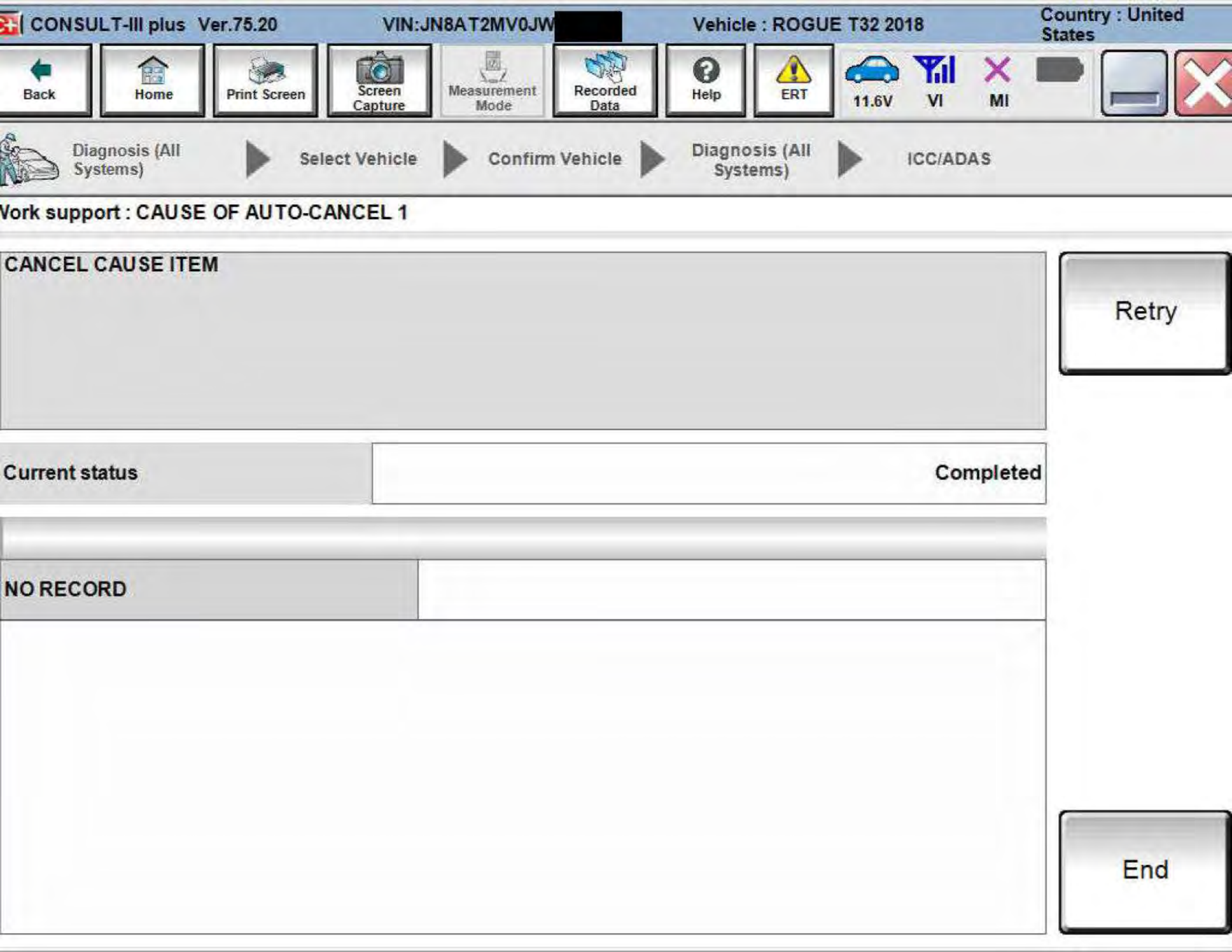

CONSULT-III plus Ver.75.20
VIN:JN8AT2MV0JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.7V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
ICC/ADAS PAST
LASER/RADAR PAST
AUTO BACK DOOR PAST
ENGINE NO DTC
ABS NO DTC
METER/M&A NO DTC
BCM NO DTC
1 / 4
Detailed Information
ICC/ADAS
C1B5D FEB OPE COUNT LIMIT PAST FFD DTC Expla
LASER/RADAR
C1A16-97 RADAR STAIN [CMP/SYS OPR OBST OR BLKD] PAST FFD DTC Expla
C1A18-54 LASER AIMING INCMP [MISSING CALIBRATION] PAST FFD DTC Expla
AUTO BACK DOOR
B2426 SPINDLE SENSOR LH PAST FFD DTC Expla
1 / 1
Print for Customer
Print
Save
ERASE

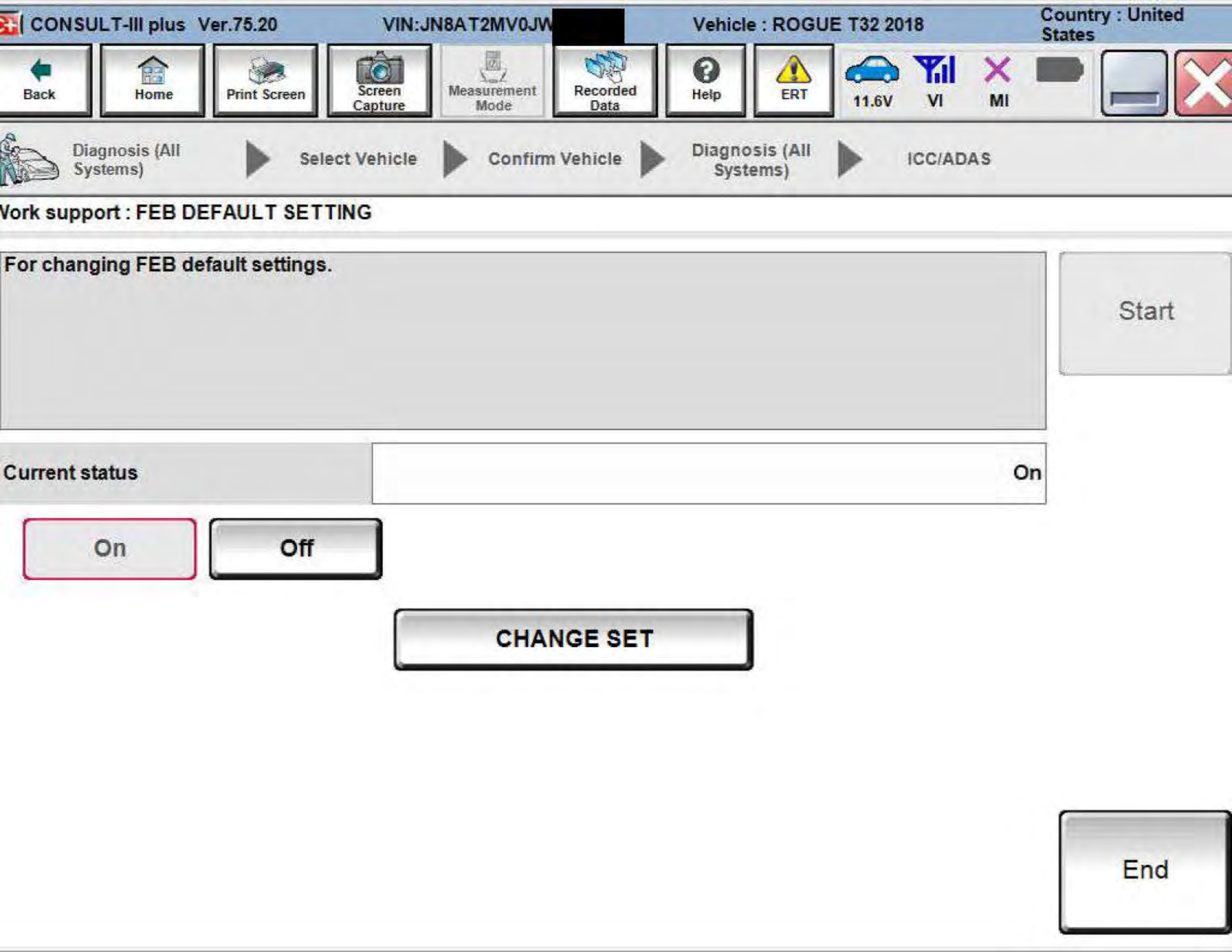

CONSULT-III plus Ver.75.20
VIN:JN8AT2MV0JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.7V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic 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:JN8AT2MV0JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
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:JN8AT2MV0JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.7V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
C1B5D
FEB OPE COUNT LIMIT
PAST
FFD
DTC Explanation
1 / 1
Print
Save
ERASE


CONSULT-III plus Ver.75.20
VIN:JN8AT2MV0JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.7V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
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
C1A18-54
LASER AIMING INCMP [MISSING CALIBRATION]
PAST
FFD
DTC Explanation
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.75.20
VIN:JN8AT2MV0JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
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:JN8AT2MV0JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End


1:46 PM
1779 miles
60
MPH
80

SERVICE ADVISOR [redacted]

R.O. #

Facility Number R7035172

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
4/03/18	[redacted]
Time Received	Time Promised
9:19	4/03 17:00
Current Mileage [redacted]	Mileage Out
Estimate of Repairs	Service Advisor / Key Tag #
	JASON/

[redacted]
WESTBURY, NY [redacted]

Work Phone	Vehicle Identification Number
[redacted]	JN8AT2MV0J[redacted]
Home Phone [redacted]	Delivery Date / In-Service Date
	2/05/18 / 1/31/18

Year	Make	Model	Body	Color	License Number
2018	NISSAN	ROGUE	SUBN	GY	

[redacted]

Job Number	Description of Work	Code
1.	MULTI-PT INSPECT C/S PERFORM EXPRESS MULTI-POINT INSPECTION	[redacted] Customer Pay Customer Pay
2.	BRAKE SYSTEM DIAG CUST STATES AUTO BRAKING ENGAGES WHILE DRIVING, AS PER C.A. CUSTOMER IN RENTAL, NISSAN TO INSPECT	[redacted] WARR-NISSAN
3.	April 4th	
4.	30	
5.	DTF	

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 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 hereon 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, polishes, 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 INITIALS ☐

DAILY STORAGE CHARGE $45.00
A DAILY STORAGE FEE WILL BE CHARGED IF THE VEHICLE IS NOT PICKED UP WITHIN 24 HOURS OF TIME YOU HAVE BEEN NOTIFIED WORK HAS BEEN COMPLETED.

[redacted]

ORIGINAL ESTIMATE (PARTS & LABOR) $	ADD'L REPAIRS O.K'D BY	
AUTHORIZED ADD'L REPAIRS $	DATE	TIME
TOTAL $		

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

	OIL		REAR END GEAR RATIO
	GAS		TRANS. FLUID

© 2018 CDK GLOBAL, LLC - Dealership Application Group




JN8AT2MV0JW


NEW YORK
[redacted]
01/30/20
NYMA
JN8AT2MV0JW[redacted]
2018 NISSA SUBN
[redacted] PAS 7 G
1
20
YEAR
[redacted]
VEHICLE REGISTRATION
NEW YORK STA
SAFETY
INSPECTION
CERTIFICATE
2019
JAN
FEB
MAR
APR
DEC
NOV
OCT
SEP
NISSAN
DOT-
13S


MFD BY NISSAN MOTOR CO.,LTD.

DATE 11/17
GVWR/PNBV 4720 LBS.
GAWR/PNBE FR. 2363 LBS.
WITH 225/65R17 TIRES,
17×7J RIMS.AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR. 2401 LBS.
WITH 225/65R17 TIRES,
17×7J RIMS.AT 33 PSI
COLD SINGLE.
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
VIN: JN8AT2MV0JW[redacted]
TYPE: MPV

COLOR	TRIM	TRANS
KAD	G	RE0F10D

AXLE	ENGINE	
GS56	QR25(DE)	2488CC

JN8AT2MV0JW[redacted]


10:37 AM
1757 miles
RPM x1000
4
5
6
7
8
H
60
80


10:38 AM
53 °F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
190
1757 miles
60
100
0
60
20
0
H


10:38 AM
53 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
190
1757 miles
1000
5
6
7
8
H
60
MP
100
0
60
20
0


10:38 AM
53°F
Driving Aids
Emergency Brake
Blind Spot
P
190
1757 miles
000
5
6
7
8
H
60
MP
100
0
60
20
0
1/2


10:38 AM
53 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
190
1757 miles
60
MPH
100
0
60
20
0
1/2
5
6
7
8
H


10:38 AM
53°F
Parking Aids
Cross Traffic
P
190
1757 miles
60
MPH
100
60
20
0
1/2
5
6
7
8
H


10:38 AM
53 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
P
190
1757 miles
60
MPH
100
0
60
20
0
1/2
H


10:38 AM
53 °F
Chassis Control
Trace Control
Engine Brake
P
190
1757 miles
60
MPH
100
60
20
0
1/2
5
6
7
8
H


NISSAN






ROGUE


NISSAN
ROGUE


SV AWD






































NISSAN










NISSAN



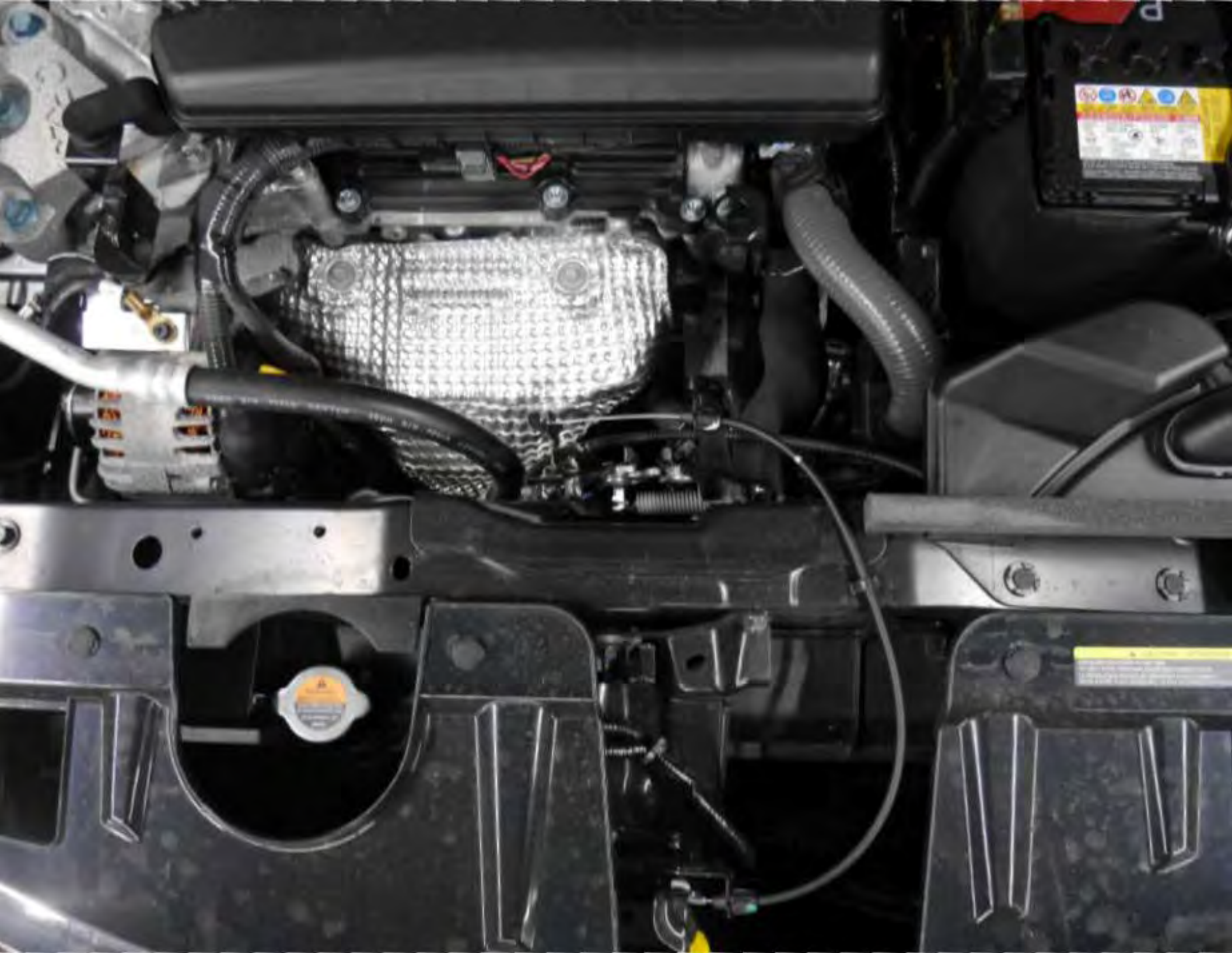







Pb


Pb












ROTARY
LIFTS


ROGUE




ROGUE




48080
4BA0A
L








ROGUE












ROGUE























Search

Samaritan Potter Help & Training

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

Vehicle
JN8AT2MV0JW[redacted]

Customize Page | Printable View | Help for this Page

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

Vehicle Detail

VIN	JN8AT2MV0JW[redacted]		
Last Modified By	Kevin MacKay, 5/3/2018 2:15 PM	Branded Title	
Created By	NNAETL, 1/1/2018 11:07 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage		MSRP	$28,935
Latest Recorded Mileage Units	M		
In Service Date	1/31/2018		

Manufacturing Data

Make/Model	2018 Nissan ROGUE	Manufacturer Date	11/15/2017
Model Year	2018	Plant Name	KYUSHYU (NML)
Make	Nissan	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22218	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	GUN METALLIC	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	[redacted]		
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	1/31/2021	36,000				
2	POWERTRAIN COVERAGE	1/31/2023	60,000				
3	SEAT BELT	1/31/2028	999,999				
4	CORROSION COVERAGE (PERFORATION)	1/31/2023	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	1/31/2026	60,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	VRS[redacted]	[redacted]	BARON NISSAN	NMAC lease	ROGUE	1/31/2018	

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]	T5	[redacted]	4/30/2018 7:52 PM	5/1/2018 9:06 AM		Closed	0	Ray Dillon
| Edit | Cls	[redacted]	CA	[redacted]	3/29/2018 12:13 PM			Open	0	Bereniz Lopez

Service History

Service History Help

Action	SRH Number	PNC Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	SRH[redacted]		PD	1/30/2018	3	NP BARON NISSAN, INC.	2404	[redacted]	1
	SRH[redacted]			1/25/2018	1	NP NP	2420	[redacted]	
	SRH[redacted]		I	2/6/2018	6		2404	[redacted]	
	SRH[redacted]		W	1/30/2018	3		2404	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
1/1/2018 11:07 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	4/9/2018	[redacted]	Kevin	MacKay	NER	4/30/2018 10:00 AM	5/3/2018 4:21 PM

Back To Top

Always show me fewer / more records per related list

Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use | 508 Compliance

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV0JW[redacted]

Supplements

Check all of the supplements that apply:

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

I. CLAIMANT

Claimant Name [redacted] DOB Not Given Day Phone [redacted]

Address [redacted] Eve. Phone [redacted]

City Westbury State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2018 Model Name Rogue Mfg. Date 11/15/2017 VIN JN8AT2MV0JW[redacted]

Mileage 1757 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 4/1/2018 Time 8:00 PM

Location of Incident (describe fully) Prospect Avenue in Westbury, NY.

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

Vision obstruction (describe) None given

Temperature at time of incident 48.9°F Parking location prior to time of incident Not Given

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV0JW[redacted]

Overnight temperature prior to incident: 42.1°F
Length of time parked: Not Given

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant): Claimant stated their vehicle beeped and slowed down. Claimant stated that brakes applied at the time of incident. Claimant stated that their vehicle came to a complete stop when going over tracks. Claimant states every time they drives over the train tracks the vehicle stops, but the tires are still spinning. Claimant states issue has occurred on three occasions. Claimant states the last time incident happened, the vehicle beeped 2 times and their vehicle did not stop completely but did slow down. Claimant states they did cross over something but since issue occurred at night time Claimant did not see what it was, however it was not train tracks.

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

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

Special Circumstances: Claimant alleges that the issue occurs on train tracks on Prospect ave in Westbury NY

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

Vehicle Estimated Speed: Not Provided Source: Claimant Posted Speed Limit: 30 MPH

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

Witness Present? ○ YES ◉ NO

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

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

#	Allegation	Allegation made by
1	Claimant alleges that the Forward Emergency Braking (FEB) will activate 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 JN8AT2MV0JW[redacted]

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



Occupant Name	[redacted]	DOB	Not Provided.	Height	5'5
Address	[redacted] Westbury, NY [redacted]			Weight	180 lbs
Location	Incident Vehicle	Seating Position	1 - Driver		
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	None				
Where, when, and by whom were the injuries treated?	N/A				

Occupant Name	[redacted]	DOB	59 (Date not provided)	Height	5'9
Address	Not Provided			Weight	190 lbs
Location	Incident Vehicle	Seating Position	3 - Front Row Right		
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.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV0JW[redacted]

VI. Investigation Results

Date of vehicle inspection: 4/30/2018

Location of inspection: Baron Nissan, Glen Cove, NY

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

Vehicle exhibits no signs of impact or collision trauma.

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

Photos taken by: Kevin D. Mackay # Photos: 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 - 44)
Engine/ Transmission/ Drivetrain	No abnormalities found. (Please see photos 45 - 54)
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 55 - 73)
Seat Belts/ Child Restraints (if applicable)	No abnormalities found. (Please see photos 55 - 73)
Air Bags	No abnormalities found. (Please see photos 55 - 73)

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

N.A

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

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

#	Allegation	Factual Findings
1	Claimant alleges that the Forward Emergency Braking (FEB) will activate with no obstructions in front of the vehicle.	Upon inspection, found no signs of impact or collision trauma. Performed control unit DTC diagnostic and found PAST C1B5D FEB OPE COUNT LIMIT stored in ICC/ADAS CU, C1A16-97 RADAR STAIN, C1A18-54 LASER AIMING INCMP stored in LASER/RADAR CU. Upon inspection of the FEB OPERATION MILEAGE LOG, found a log stored of FEB operation at 1534 miles. Inspected laser radar unit and found no trauma to sensor. Found that the laser radar electrical connector connected and fully seated. DTS performed test drive of vehicle to the customer described location of Prospect AVE in Westbury, NY. Found that there was no duplication of incident when traveling over the train tracks, however did duplicate FEB operation on multiple trips under the traffic signal traveling westbound on Prospect, crossing Urban Ave (Please see video of duplicated event).

Add Row | Remove Row

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV0JW[redacted]

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 JN8AT2MV0JW[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 JN8AT2MV0JW[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.)	Lane Camera not equipped.
○	◉	Physical damage to camera? (ie. cracks)	Lane Camera not equipped.
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Please see photos 42 - 44, 52 - 54
○	◉	Physical damage to radar sensor units? (ie. cracks)	Please see photos 42 - 44, 52 - 54
◉	○	Electrical connection to radar module firmly seated?	Please see photos 42 - 44, 52 - 54
○	◉	Electrical connection to camera module firmly seated?	Lane Camera not equipped.
○	○		

End of Form

*Name your file while saving.

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

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