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	KNMAT2MV2HP[redacted]
User	Kevin D Mackay
Case Number	[redacted]
EDR Data Imaging Date	05/08/2018
Crash Date	04/25/2018
Filename	KNMAT2MV2HP[redacted]_ACM.CDRX
Saved on	Tuesday, May 8 2018 at 12:33:51
Imaged with CDR version	Crash Data Retrieval Tool 17.7
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.7
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r007

DTCs at Time of Retrieval

None

Hexadecimal Data

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DID    Data

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

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

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

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

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

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
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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.



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Case
[redacted]

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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	5/3/2018 9:59 AM
Letter Received Date		Date/Time Closed	
Follow Up Date	5/23/2018	Multiple Repairs	No
Follow Up Request	Send Follow Up Email		
Supporting Documents		DRT Support Status	Pending
CA Multiple Repairs		DRT Support IIR Status	Accepted
Executive Actions To Resolve		DRT Resolution Status	
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	2,900		

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	KNMAT2MV2HP[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	SMITHTOWN NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	
Shared With		Requested Dealer Action	

Related Items

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

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

Primary & Secondary Root Cause Code

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

Action Code

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

DTS Request

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

System Information

Subject	CUSTOMER[redacted] PHONE:[redacted] VIN: KNMAT2MV2HP[redacted]		
Created By	Taylor Willock, 5/3/2018 9:59 AM	Root Cause Code	
Last Modified By	Lydia Ristic, 5/10/2018 8:32 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 (5/10/2018 11:07 AM)** ARBS notes that SRPLNR FD informed that if IIR is uploaded then SRPLNR will request review be expedited by PL-LO and PL-WR ARBS sent e-mail to SRPLNR informing that IIR has been uploaded to FTP on 05/09 by DTS-KM
		Created By: Dakota McGregor (5/10/2018 11:03 AM) ARBS notes that SD Andrew informed that C was contacting DLR multiple times prior to ARBS sending below e-mail ARBS placed outbound to DLR Smithtown Nissan at or around 9:38AM ARBS notes receptionist transferred ARBS to generic vmx ARBS did not leave a vmx ARBS sent e-mail to SD "I tried to give you a call to further discuss. I was transferred to a general mailbox, and I did not leave a message.
Make Private	✓	Our office did speak to the customer this morning before you sent this e-mail out. Our office is in the process of sending him an e-mail about his case too reiterating some of the information provided to him in the phone call. A resolution is not available yet. Nissan is having specialists look at the information from the inspection, and our office has asked that this review be expedited. When the customer called in he was made aware that this process does take time, and he agreed to the process. We explained to the customer on the phone multiple times that the dealership (Smithtown) does not conduct the review nor would they [you] be able to provide any further information to him [the customer] regarding this process. We also reminded him that this inspection and review is conducted by the manufacturer"
		Created By: Dakota McGregor (5/10/2018 11:00 AM) ARBS sent e-mail to C at 10:19 AM e-mail was reviewed by SPRLNR FD "Good Morning Mr.[redacted] Thank you for taking the time to let me know about your concerns today and for taking the time to speak to our office. The inspection process that was requested from our office typically takes six to eight weeks to complete, which is comprised of two to four weeks to get an inspector out to complete the inspection and two to four weeks for our specialists to review the information from the inspection.
Make Private	✓	Our office has already been able to expedite the first part of the process for your case, and the inspection was completed within four days of your initial call to Nissan. We have requested for the second part of the process to be expedited as well, and we will try our best to have this part of the process completed quickly also. Nissan understands that this process can be rather lengthy. An additional option that Nissan can provide is to review to repurchase or replace your vehicle, but this is not a guarantee as it is based off of your state's lemon laws. If you would like for Nissan to review for the above option, please contact me. Thank you again for choosing Nissan,"
		Created By: Dakota McGregor (5/10/2018 9:59 AM) ARBS additional notes: C inquired why DLR does not have resolution ARBS informed that C requested and agreed upon inspection from Nissan the manufacturer ARBS informed that DLR is not conducting review and would not have or be able to provide any further information about the resolution at this time C inquired why DLR does not have resolution again ARBS explained that inspector from Nissan conducted inspection, inspector does not make sole determination, specialists will be reviewing information ARBS informed DLR is not conducting review
Make Private	✓	

Make Private	**Created By: Dakota McGregor (5/10/2018 9:29 AM)** *ARBS notes C was very combative ARBS placed outbound to C [redacted] ARBS informed that ARBS received vmx from C, and ARBS inquired how ARBS could assist C C states that C would like to know status of veh now ARBS reminded C that ARBS and C spoke on 04/07, and ARBS informed C that specialists will need time to review the information from inspection C inquired how long this will take ARBS informed anywhere from 1-4 weeks as can be less than 2-4 weeks some times C states that this time period is absurd C states that C will not wait this amount of time without a veh ARBS inquired if C was not in a loaner/rental veh C states C is in a loaner veh but the loaner veh does not have as many options as Cs veh C states C refuses to suffer any further ARBS informed C that if C feels more comfortable in Cs veh, then C can pick up Cs veh and wait for resolution ARBS informed that this would Cs discretion as Nissan has offered C the loaner veh as a courtesy C states C does not care C states that C would like resolution immediately C states C does not know why it would take a specialist several weeks to look at one piece of paper ARBS explained multiple items included in inspection such as pictures of the veh, information/ technology garnered from the veh C responded with C still does not know why would take time to look at how pretty Cs veh is in the pictures C states C would like to speak to the specialists reviewing Cs case ARBS informed that they are not customer facing C states C would like to know if there is a government concern with Cs veh ARBS explained VIN and that there are no campaigns or recalls for the veh ARBS informed that ARBS can offer to review to see what other options C has C states C does not care about other options, C states C wants decision now ARBS informed that Nissan needs time, and C has not allowed Nissan time to review case C terminated call
Make Private	**Created By: Dakota McGregor (5/10/2018 8:54 AM)** ARBS received vmx from C requesting callback
Make Public	**Created By: Lydia Ristic (5/10/2018 8:39 AM)** Correction: CRR-LR couldn't provide C with agent ID / name and case number [redacted] C would like to reach only the person taking care of the case. C was transferred to VMX.
Make Public	**Created By: Lydia Ristic (5/10/2018 8:32 AM)** ****case summary **** C contacted Nissan CA requesting assistance with follow up case./ sent an email to ARBS-DM.
Make Public	**Created By: Lydia Ristic (5/10/2018 8:32 AM)** CRR-LR VERIFIED Account information including: C's name, home & e-mail address & best contact number. CRR-LR VERIFIED VEH Information including: VIN #, Current Mileage. CRR-LR CHECKED for open recalls/campaigns and found:0 CRR-LR CHECKED for previous UNRELATED Case(s) and found: 0 CRR-LR CHECKED previous RELATED Case(s) and found: 0 CRR-LR NOTED concern.: follow up case. CRR-LR received inbound call from C. C called stated has a lease VEH in the shop. C stated hasn't heard anyone. C is very upset and would like to speak with ARBS-DM who is taken care of case. C is very frustrated that there is noone to speak with today. CRR-LR advised C for follow date 5/23/2018. C stated would stop payment. C stated Nissan was at DLRSHP 2 days ago and no answer from Nissan. C stated would go to newspaper. CRR-LR apologized to C. CRR-LR advised would transfer to VMX. CRR-LR asked C if there was anything else CRR-LR could assist with. C declined. CRR-LR provided C with agent ID / name and case number [redacted] C understood Best contact # [redacted] Call ended mutually.
Make Private	**Created By: Dakota McGregor (5/9/2018 8:42 AM)** ARBS notes that IIR was uploaded to FTP per DTS-KM
Make Private	**Created By: Dakota McGregor (5/7/2018 11:07 AM)** ARBS placed outbound to DLR Smithtown Nissan ARBS spoke to SD Andrew ARBS discussed and e-mailed below info with SD Thank you very much for your assistance on the case relayed in the subject line. Nissan will be providing a loaner/rental vehicle for this customer until our review is completed unless our office provides other instruction. Please make sure that you have an open RO stating that customer is having FEB automatic braking concerns, so you can submit for payment once the review is completed. If you have any questions or concerns, please let me know. The DTS Kevin McKay will be coming out to inspect the vehicle, then Nissan specialists will be reviewing the information from the inspection. This process can take several weeks. Thanks again. SD agreed with process SD inquired about other case number of Martin Tiger with ARBS CS ARBS referred SD to ARBS CS
Make Private	**Created By: Dakota McGregor (5/7/2018 10:34 AM)** [redacted] ARBS placed outbound to C ARBS informed that DTS will be completing inspection on 05/08 at 11AM ARBS reminded C that specialists will need time to review information C understood ARBS thanked C C thanked ARBS call ended mutually

Make Private

Created By: Dakota McGregor (5/7/2018 9:41 AM)
ARBS submitted DTS request

Created By: Dakota McGregor (5/7/2018 9:38 AM)
[redacted] ARBS placed outbound to C
ARBS verified and completed probe
ARBS verified C had time to speak to ARBS

C states that was coming home west bound on highway 347
C states was going about 40 mph
C states that veh slowed down abruptly
C states that went into a lower shift
C states that heard several beeps
C states that there was no injury, property damage or accident
C states that concerns have happened seven or eight times to C
C states that has happened since C purchased the veh in September of 2017
C states C does not remember if anyone was behind or beside C
C states that no one was in front of C during incident
C states that there were no overhead obstructions including traffic light, signs or
C states that veh slowed down abruptly, C states C did not do anything during incident
C states that C waited and the veh went back to normal

Make Private

C states veh has been at DLRs for several weeks
C states that DLR has not given C an update regarding findings, and C has been in a loaner/rental

ARBS advised c that NNA would be interested in inspecting the veh relating to the FEB system in the veh
C states C was not aware that even had FEB
ARBS reviewed monroney label and informed C that Cs veh does have FEB
C understood
ARBS advised c that it can take 2-4 weeks to get an inspector out and another 2-4 weeks to get the results depending on the inspector's schedule
c stated ok
ARBS advised c that c would have to make the vehicle available at the Nissan dealer for the inspection and the inspection would take 4-6 hours
c stated ok
ARBS advised that loaner/rental would continue to be provided to C until review was completed, ARBS had update regarding Cs concerns or C was notified by ARBS
C understood
ARBS advised c that ARBS will request the inspection and will call c once a date is available
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

Make Private

Created By: Dakota McGregor (5/7/2018 8:50 AM)
ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Make Private

Created By: Kelli Donovan (5/4/2018 9:14 AM)
RCAS-KD submitted IIR.

Created By: Kelli Donovan (5/4/2018 9:13 AM)
RCAS-KD placed call to c @[redacted]
RCAS verified address, email address, and phone numbers.
RCAS advised the call may be recorded for quality and training purposes.

RCAS verified concerns.

C stated that c knows a little about it.
C stated it's happened when c was in veh with c's husband driving.
C stated that c will get c's husband.
C put c's husband on the line.

RCAS inquired to c's concern.

Make Private

C stated that c does not know what it's called.
C stated it goes into a a lower shift.
C stated c has had concern since September and it is infrequent.
C stated that c will be going 30-40 mph on the parkway and all of the sudden the veh will come out of drive and lunge forward and beep beep.
C stated then the veh will come out of that all by c's self.
C stated it happens intermittently

RCAS understood and apologized.
RCAS asked c IIR questions.
RCAS submitting IIR.

RCAS set follow up for 5/7.

Call ended mutually.

Created By: Kelli Donovan (5/4/2018 7:45 AM)
RCAS-KD placed call to Smithtown Nissan and spoke to ASM-Mike Scanlon

Make Private

ASM stated ASM drove veh
ASM stated that ASM could not duplicate the forward emergency braking concern. .
ASM stated that ASM will drive again today in attempt to duplicate.

Call ended mutually.

Make Public

Created By: Taylor Willock (5/3/2018 10:03 AM)
CASE SUMMARY
SCRR-TW is forwarding the Case to RCAS for further review as no further assistance can be offered at this time.
C contacted Nissan CA requesting assistance with DLR UNABLE TO DUPLICATE

Created By: Taylor Willock (5/3/2018 10:03 AM)
SCRR-TW Verified Customer Info Including: Name, Address, Best Contact, and Email
SCRR-TW VERIFIED VEH Info including: VIN#, Current Mileage
SCRR-TW CHECKED for OPEN Campaign(s) and Found: NONE
SCRR-TW CHECKED for RELATED Case(s) and Found: NONE
SCRR-TW CHECKED for previous UNRELATED Case(s) and Found: NONE
SCRR-TW NOTED Concern is: DLR UNABLE TO DUPLICATE

Make Public

C Stated C was just at a Nissan DLRSHP
C Stated C has a 2017 Nissan Rogue and C's service advisor told C to call NNA CA with the concern to document a case
C Stated the DLRSHP cannot duplicate the concern
C stated the VEH has 2,900 miles
C Stated in several locations going 30-40MPH the VEH goes into low gear on the VEHS own and starts beeping
C Stated the VEH lunges forward and slows down dramatically into a lower gear than drive
C Stated C is worried C will be hit from behind when the concern happens
C Stated the concern is intermittent.
C Stated C is working with SA- ANTHONY JAKUP 631-361-9660
C Stated the SA mentioned a few concerns such as a sensor, or the computer
C Stated the SM took the VEH for a ride and could not duplicate the concern

C Stated the SA-ANTHONY advised C that the DLRSHP will need to keep the VEH for a couple days and C has a loaner
C stated the concern was inconvenient as C is handicapped and had to take things out of the that help facilitate C to drive and put into the loaner VEH

SCRR-TW Advised C that the case will now be forwarded to RCAS for further review. Set Follow-Up date for 05/04/2018 no later than EOB
SCRR-TW asked C if C requires any further assistance

C Declined

C Understood and appreciated assistance.

SCRR-TW Provided C with Case # [redacted] and agent ID
Best Contact Number: [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]	ENGINE ELECTRICAL	GEN. ENGINE ELECTRIC COMPONENT(S)	UNABLE DIAGNOSE/DUPLICATE	11

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] SMITHTOWN NISSAN			5/9/2018	Kevin MacKay		Complete	5/7/2018 10:35 AM
Edit | Del	DTS Follow Up[redacted]: SMITHTOWN NISSAN			5/9/2018	Dakota McGregor		Complete	5/7/2018 9:44 AM
Edit | Del	IIR		[redacted]	5/7/2018	Dakota McGregor		Complete	5/7/2018 9:16 AM

Customer Support Tools

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

No records to display

Check Activity

Check Activity Help

No records to display

Forms

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

Action	Form	Request Type	Created By	Created Date	Customer Name	VSC	VIN	VSC Request Comments
	[redacted]	IIR	Kelli Donovan, 5/4/2018 9:13 AM	5/4/2018			KNMAT2MV2HP[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	5/8/2018 11:00 AM	[redacted]	[redacted]	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
5/9/2018 8:42 AM	Dakota McGregor	Changed **Follow Up Date** from 5/15/2018 to **5/23/2018**.
5/7/2018 11:07 AM	Dakota McGregor	Changed **Follow Up Date** from 5/8/2018 to **5/15/2018**.
5/7/2018 9:17 AM	Dakota McGregor	Changed **Follow Up Date** from 5/7/2018 to **5/8/2018**.
5/4/2018 10:46 AM	Samantha Dixon	Changed **Case Owner** from Kelli Donovan to **Dakota McGregor**.
5/4/2018 10:46 AM	Samantha Dixon	Changed **Description**.
5/4/2018 9:14 AM	Kelli Donovan	Changed **Follow Up Date** from 5/4/2018 to **5/7/2018**.
5/4/2018 7:45 AM	Kelli Donovan	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MV2HP[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: KNMAT2MV2HP**[redacted].
5/3/2018 11:55 AM	Amanda Yett	Changed **Case Owner** from Amanda Yett to **Kelli Donovan**.
5/3/2018 10:04 AM	Taylor Willock	Changed **Escalated By ID** to [redacted]
		Changed **Case Owner** from Taylor Willock to **Amanda Yett**.
5/3/2018 9:59 AM	Taylor Willock	Changed **VIN** to **KNMAT2MV2HP**[redacted].
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: KNMAT2MV2HP**[redacted].
		Created.

Emails

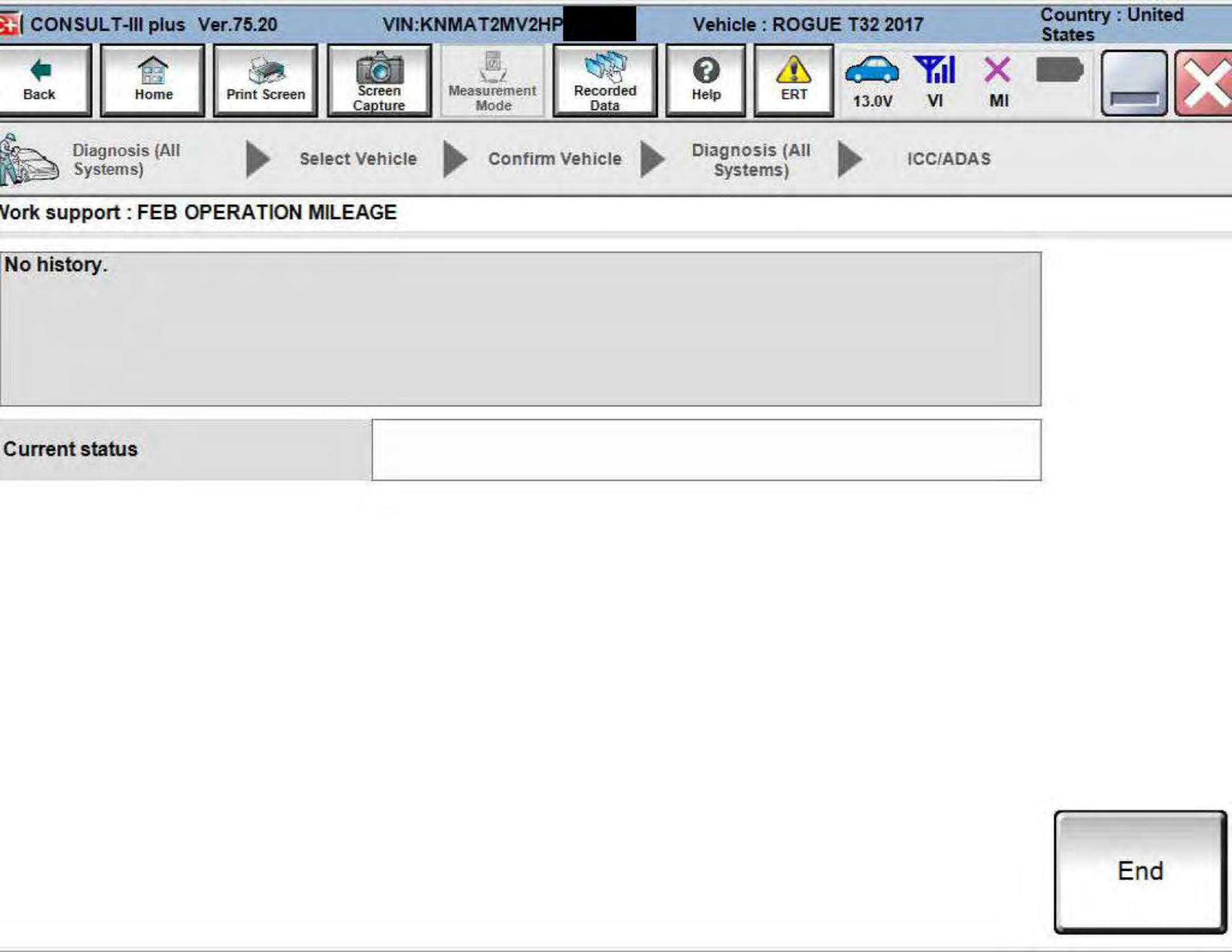
Send an Email | Emails Help

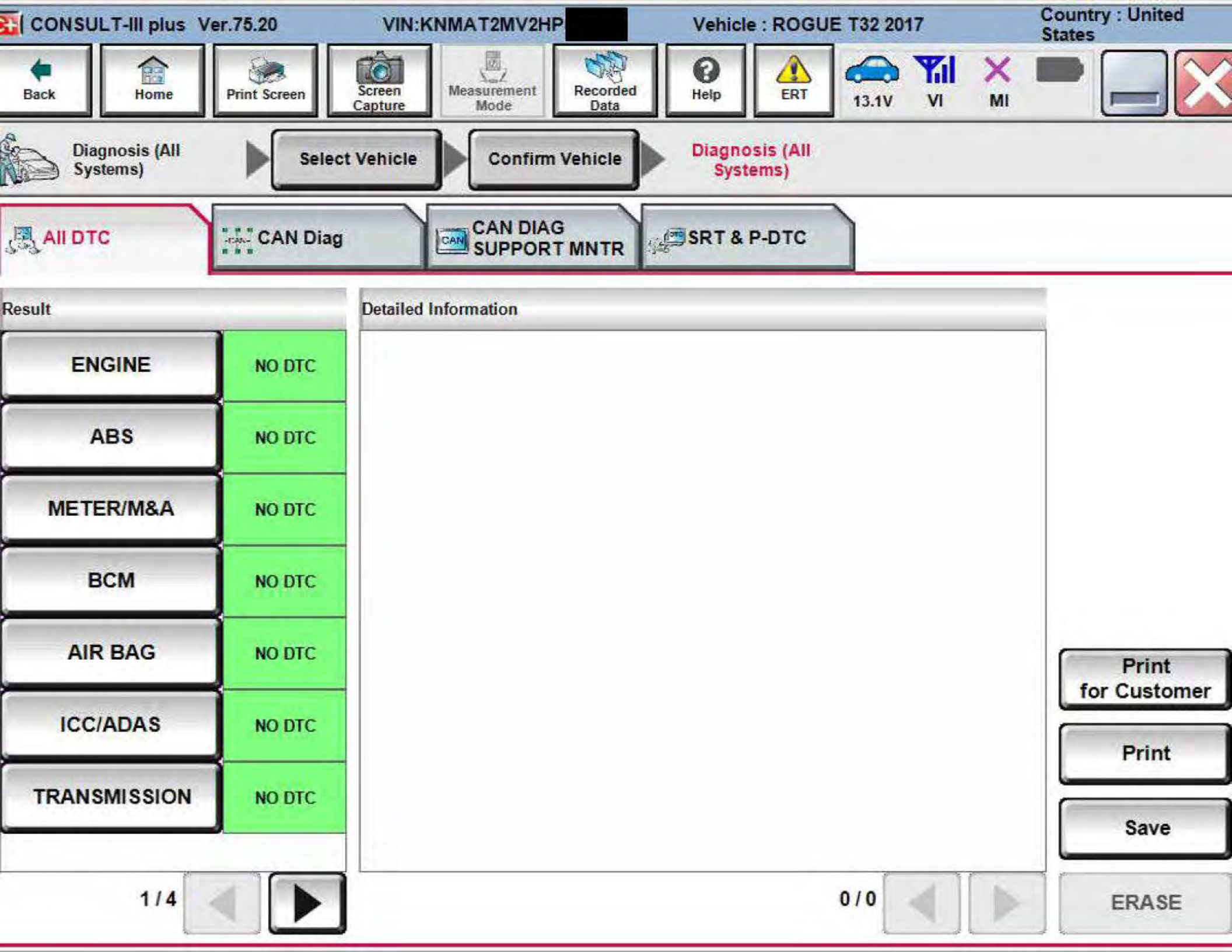
No Emails Available

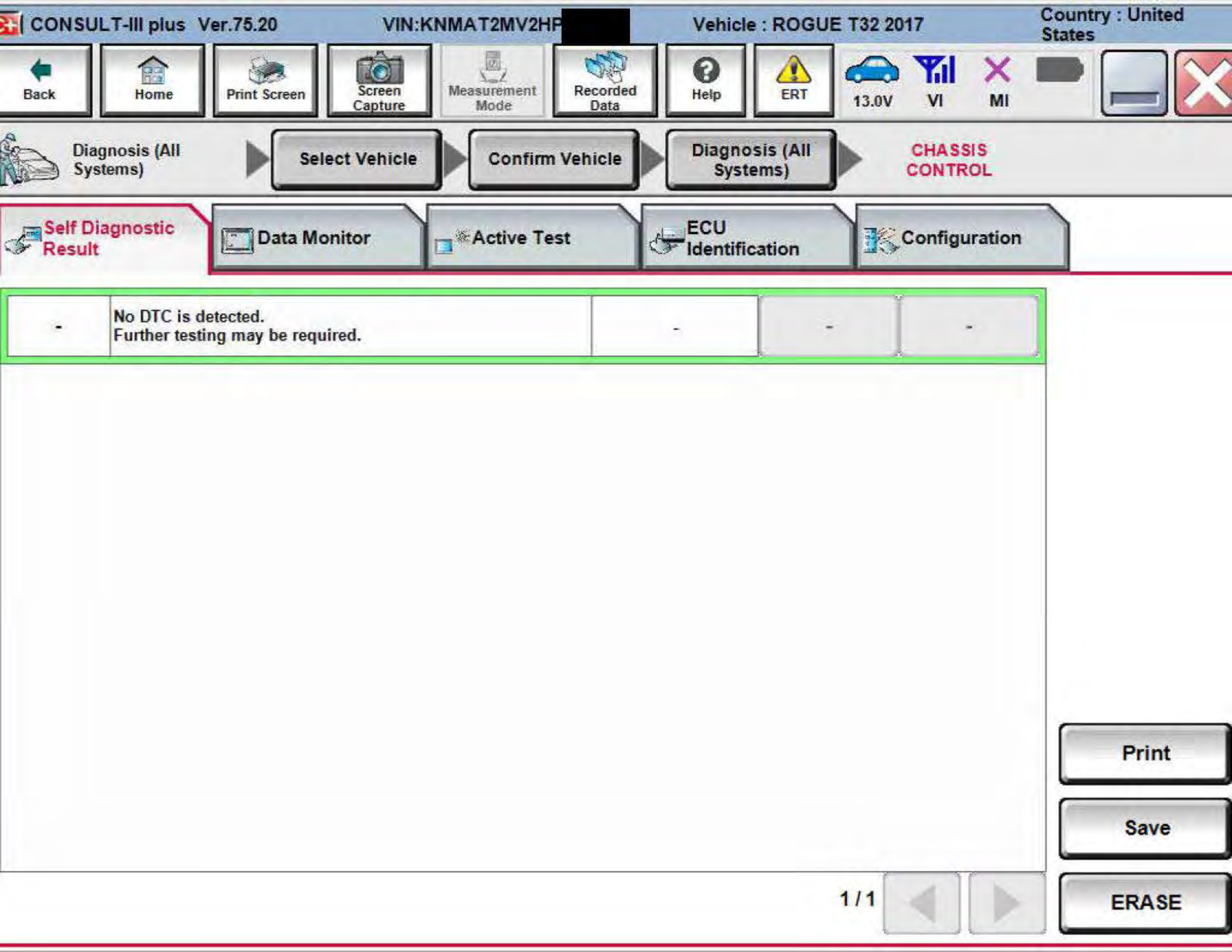
Back To Top

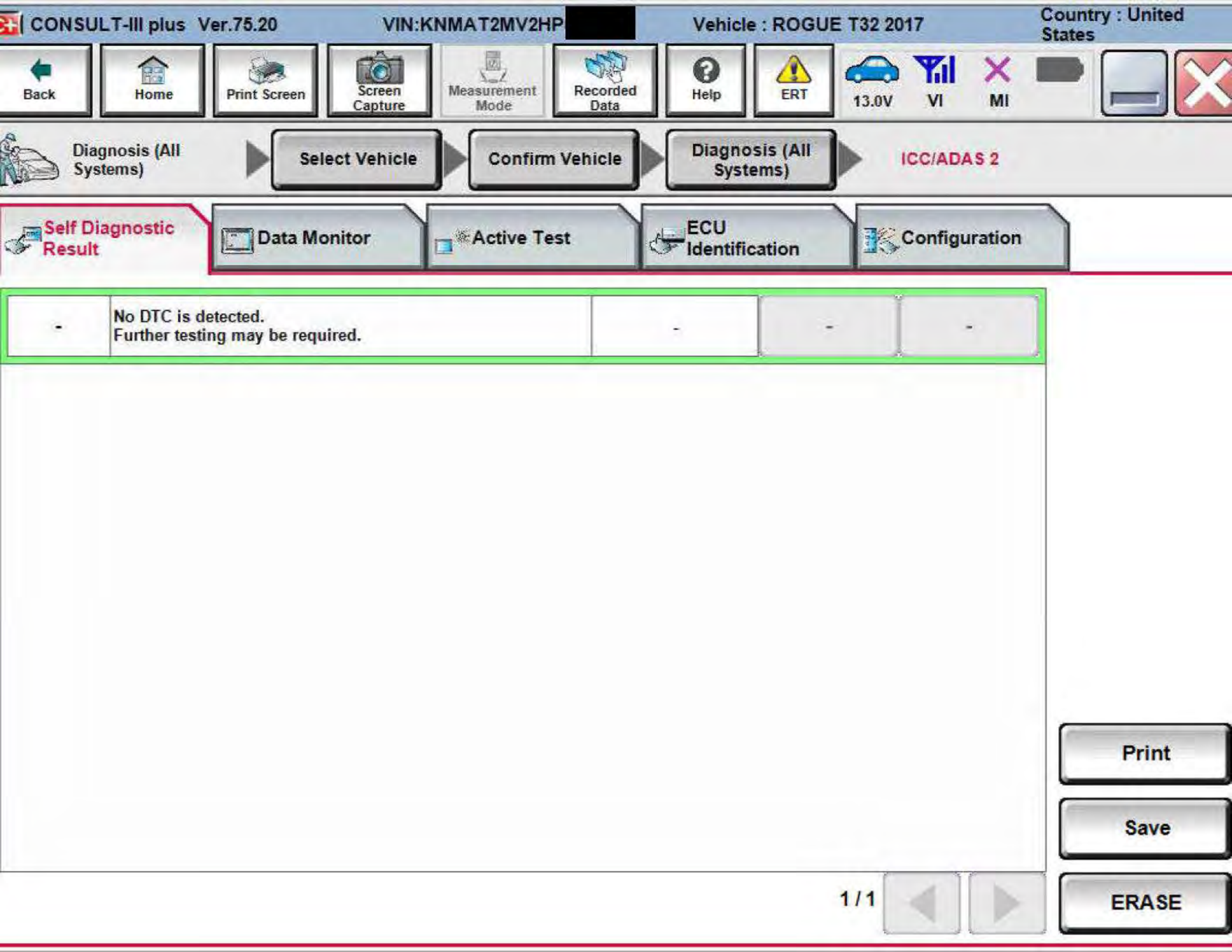
Always show me fewer / more records per related list

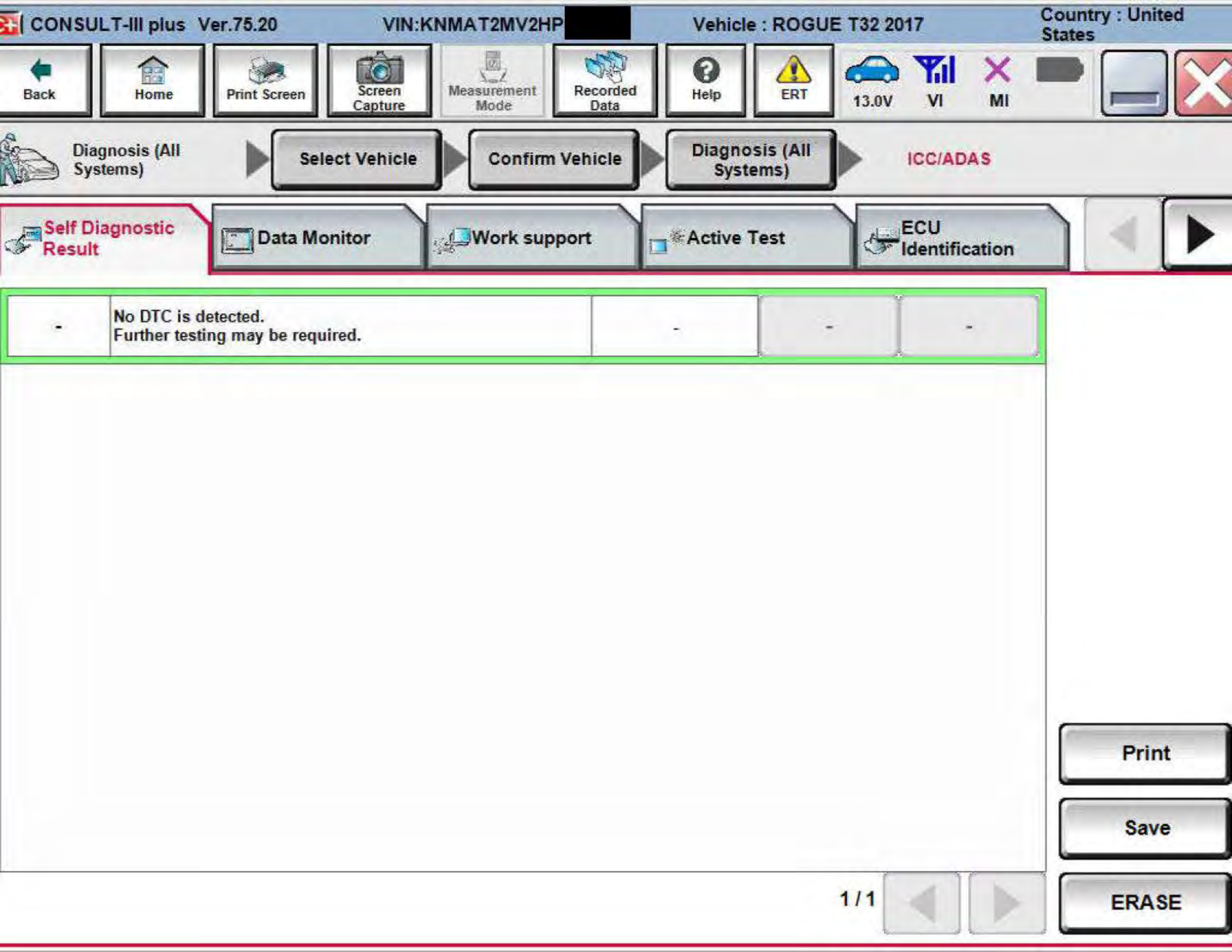
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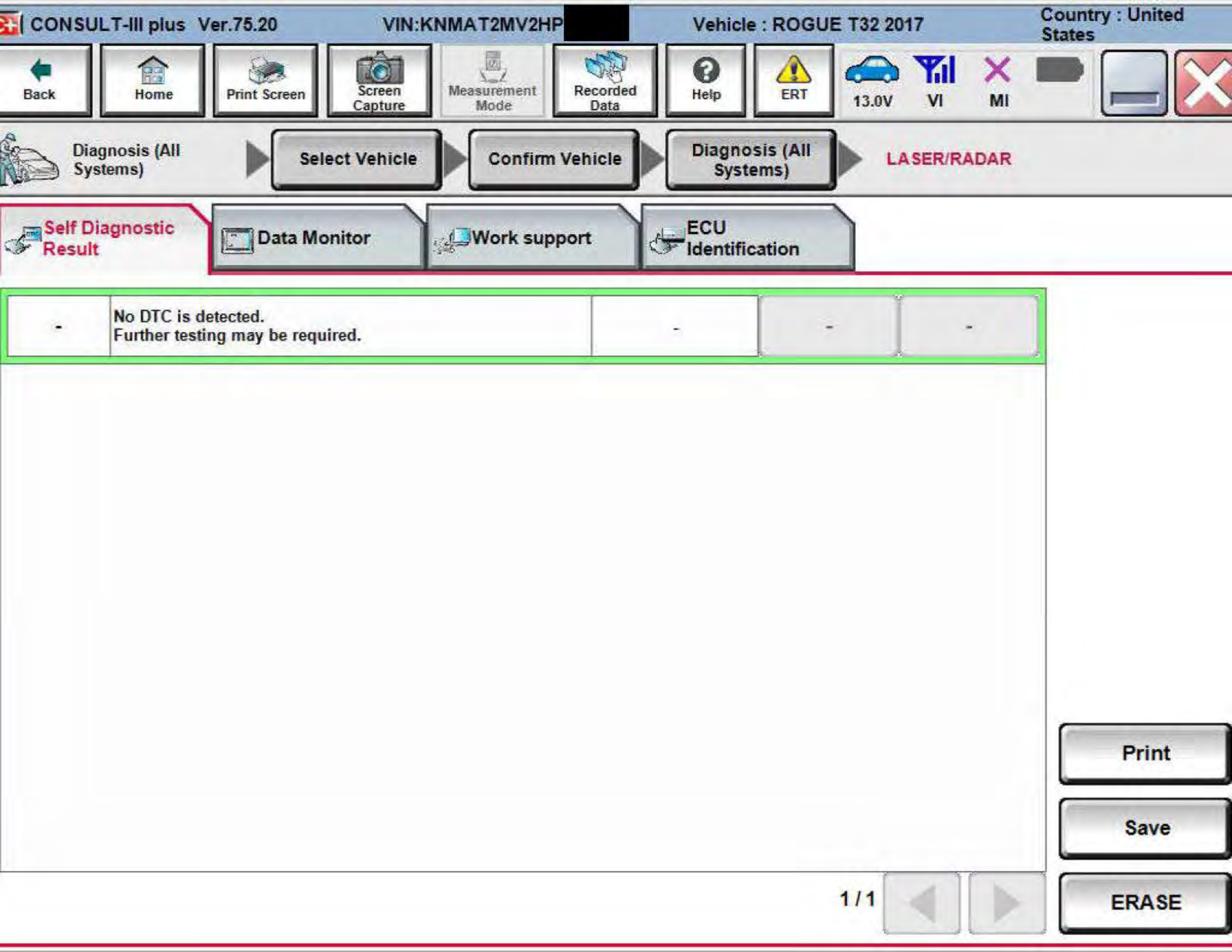

CONSULT-III plus Ver.75.20
VIN:KNMAT2MV2HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End

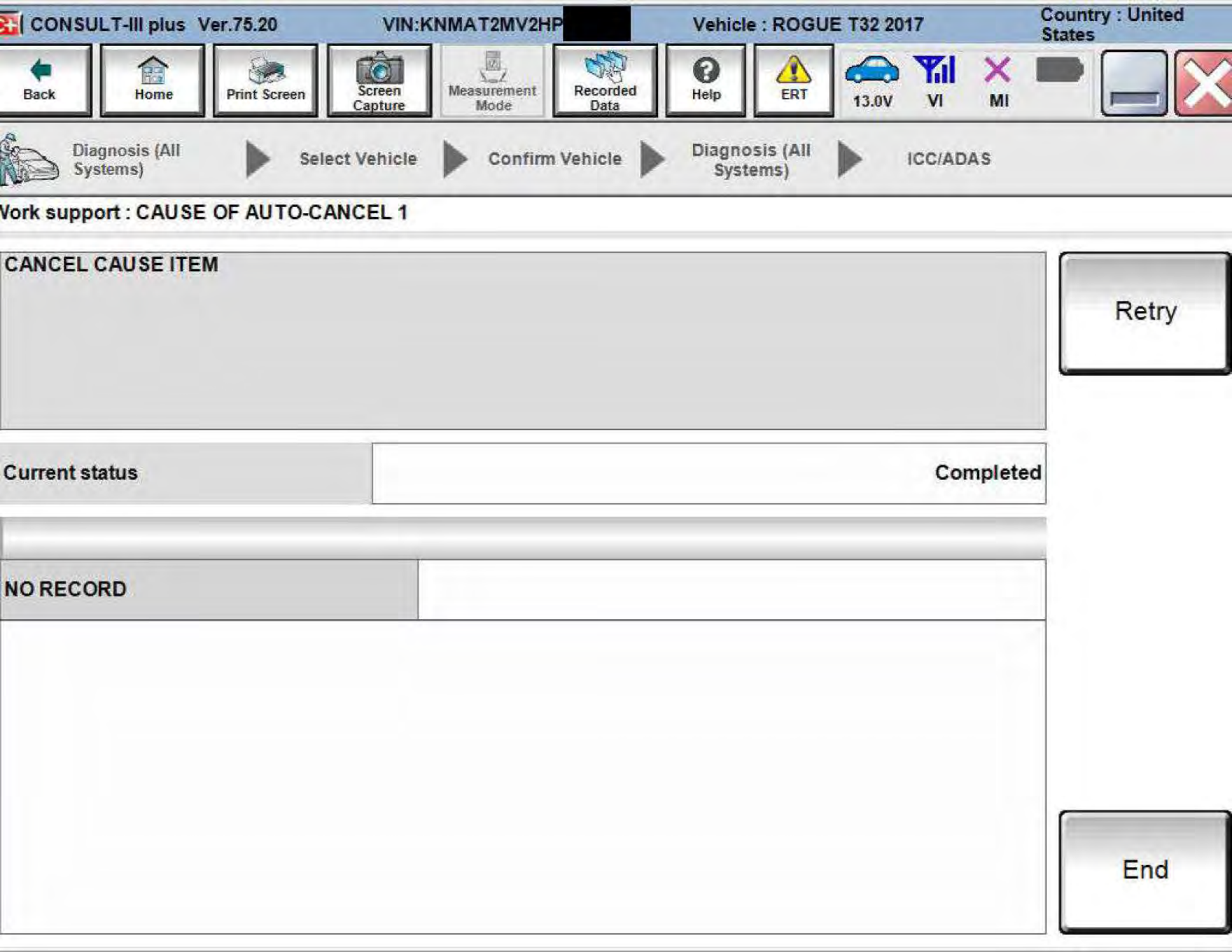

CONSULT-III plus Ver.75.20
VIN:KNMAT2MV2HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
TRANSMISSION
NO DTC
1 / 4
0 / 0
Print for Customer
Print
Save
ERASE

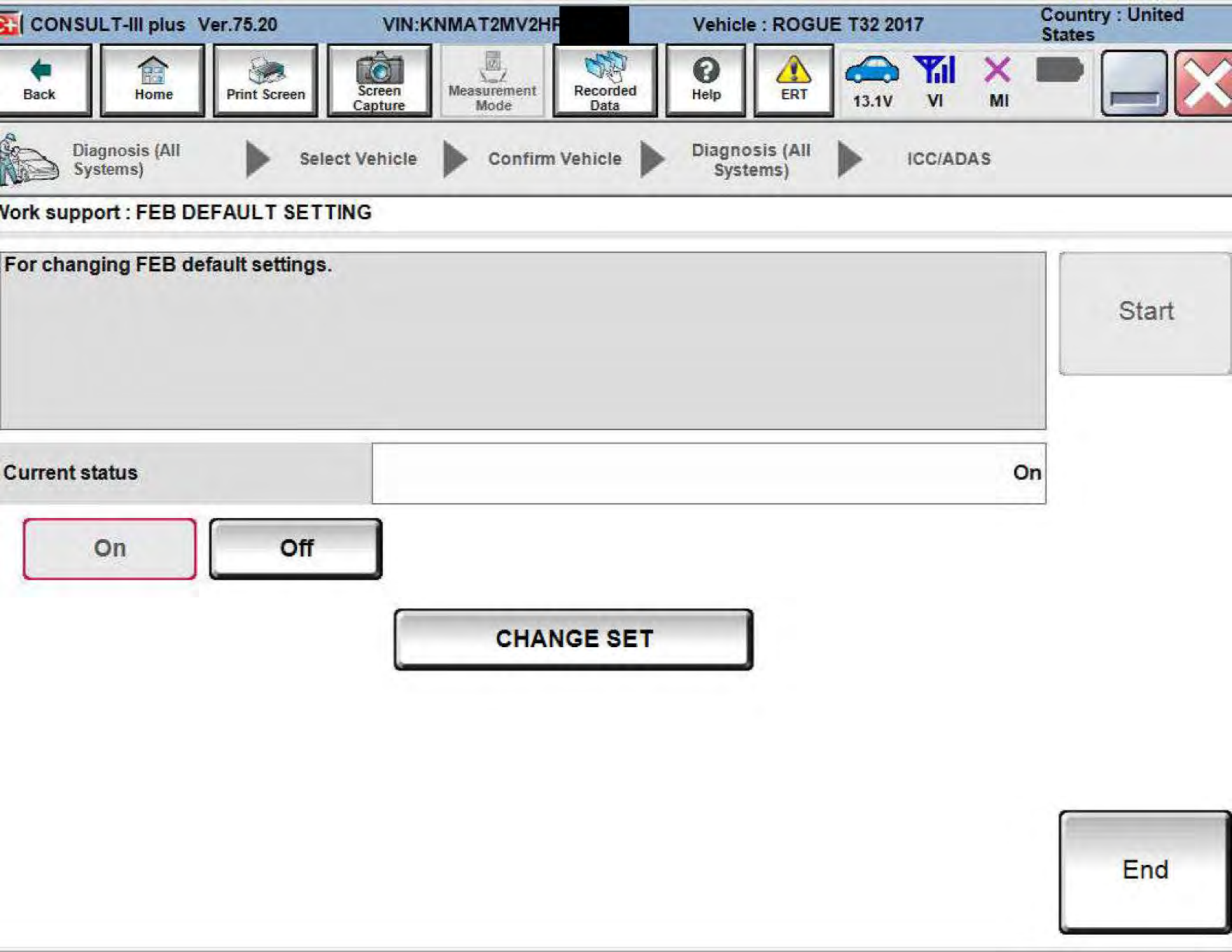

CONSULT-III plus Ver.75.20
VIN:KNMAT2MV2HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
CHASSIS CONTROL
Self Diagnostic 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:KNMAT2MV2HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE


CONSULT-III plus Ver.75.20
VIN:KNMAT2MV2HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
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ERASE
1 / 1


CONSULT-III plus Ver.75.20
VIN:KNMAT2MV2HP[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)
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:KNMAT2MV2HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End


CONSULT-III plus Ver.75.20
VIN:KNMAT2MV2HF
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV2HP[redacted]

Supplements

Check all of the supplements that apply:

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

I. CLAIMANT

Claimant Name [redacted] DOB [redacted] Day Phone [redacted]

Address [redacted] Eve. Phone [redacted]

City Nesconset 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 6/9/2017 VIN KNMAT2MV2HP[redacted]

Mileage 2954 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 4/25/2018 Time 7:00 PM

Location of Incident (describe fully) west bound on 347 at night time

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

Vision obstruction (describe) None Given

Temperature at time of incident 55.9°F Parking location prior to time of incident Not Given

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV2HP[redacted]

Overnight temperature prior to incident: 41.0°F
Length of time parked: Not Given

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant): Claimant states that he was coming home west bound on highway 347 at about 40mph when his vehicle slowed down abruptly. Claimant states that his vehicle went into a lower shift and he heard several beeps. Claimant states that there was no injury, property damage or accident. Claimant states that concern has happened seven or eight times. Claimant states that the issue has happened since he purchased his vehicle in September of 2017. Claimant states he does not remember if anyone was behind or beside him, however Claimant states that no one was in front of him during incident. Claimant states that there were no overhead obstructions including traffic lights, or signs. Claimant states that when his vehicle slowed down abruptly, he did not do anything during incident. Claimant states that he waited and the vehicle went back to operating normal.

Relation to Roadway (on-road, off-road, left side, right side): On Roadway, Right side.
Number of times incident occurred: 7-8

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

Special Circumstances: None Given

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

Vehicle Estimated Speed: 40 Source: Claimant Posted Speed Limit: 55 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) operates on roadway 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 KNMAT2MV2HP[redacted]

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



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

Address [redacted] Nesconset, NY [redacted] Weight Not Given

Location Incident Vehicle Seating Position 1 - Driver

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

Nature & Extent of Injuries None

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

Add Occupant | Remove Occupant

☐ No Occupants Comments N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information N/A

VI. Investigation Results

Date of vehicle inspection 5/9/2018

Location of inspection Smithtown Nissan, Smithtown NY

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

Vehicle exhibits no signs of impact trauma or collision.

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

Photos taken by Kevin D. Mackay # Photos 77

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 7 - 38)

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV2HP[redacted]

Engine/ Transmission/ Drivetrain	No abnormalities found. (Please see photos 59 - 68)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found. (Please see photos 69 - 76)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found. (Please see photos 39 - 58)
Seat Belts/ Child Restraints (if applicable)	No abnormalities found. (Please see photos 39 - 58)
Air Bags	No abnormalities found. (Please see photos 39 - 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) operates on roadway with no obstructions in front of the vehicle.	Upon inspection, found vehicle exhibits no signs of impact or collision trauma. Performed inspection of control unit diagnostics and found no codes stored in any system. Inspected FEB operation mileage log and found no history stored of FEB operation. Performed inspection of the front laser radar electrical connector and found that the connector is fully seated and connected properly. DTS drove vehicle in east bound and west bound directions of highway 347 for a total of 15 miles. DTS was unable to duplicate any abnormal FEB activation during inspection / test drive.

Add Row | Remove Row

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

Reporter's Signature *Kevin D. Mackay*

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

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV2HP[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 KNMAT2MV2HP[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.

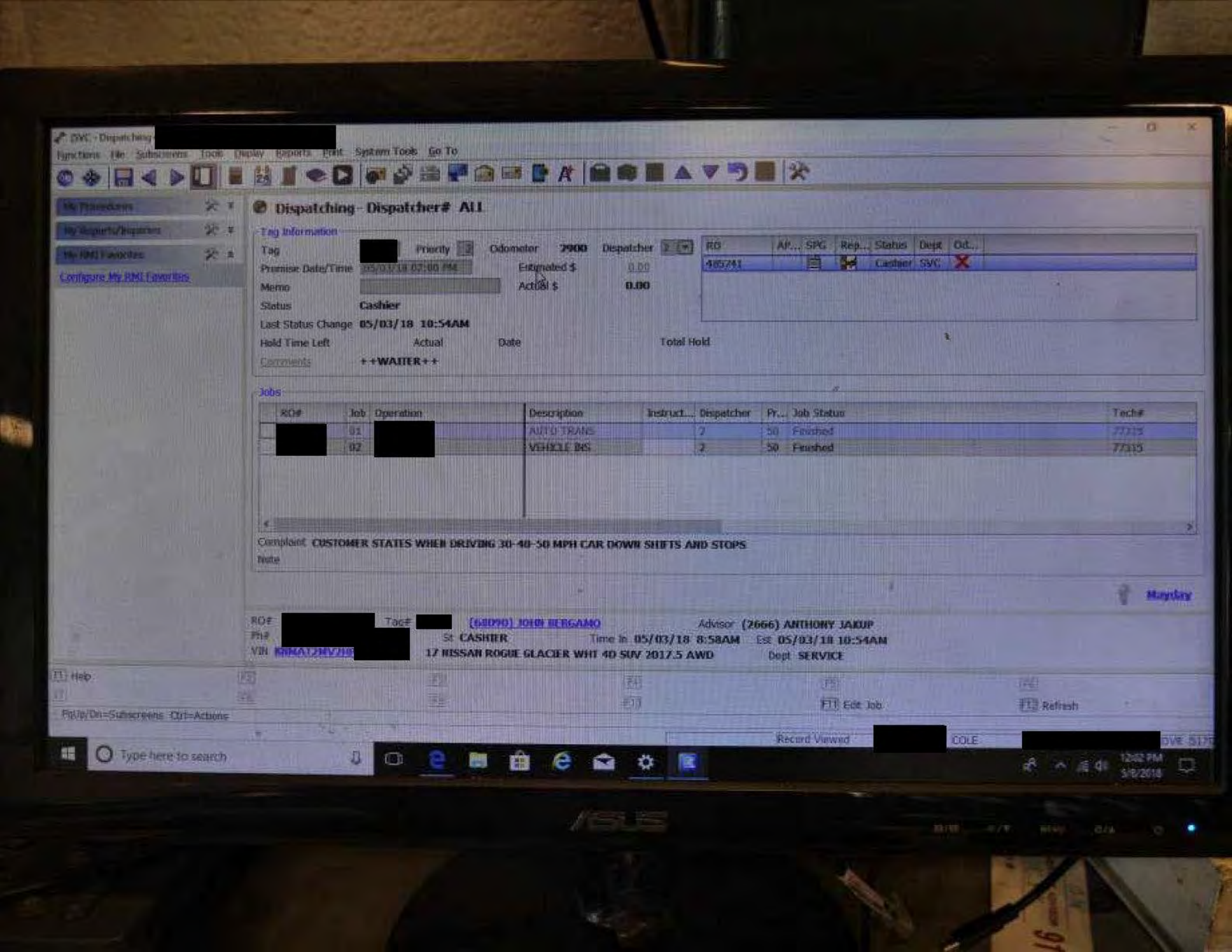
Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	Vehicle not equipped with Lane Camera.
○	◉	Physical damage to camera? (ie. cracks)	Vehicle not equipped with Lane Camera.
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Please see photos 22 - 24, 66 - 68.
○	◉	Physical damage to radar sensor units? (ie. cracks)	Please see photos 22 - 24, 66 - 68.
◉	○	Electrical connection to radar module firmly seated?	Please see photos 22 - 24, 66 - 68.
○	◉	Electrical connection to camera module firmly seated?	Vehicle not equipped with Lane Camera.
○	○		

End of Form

*Name your file while saving.

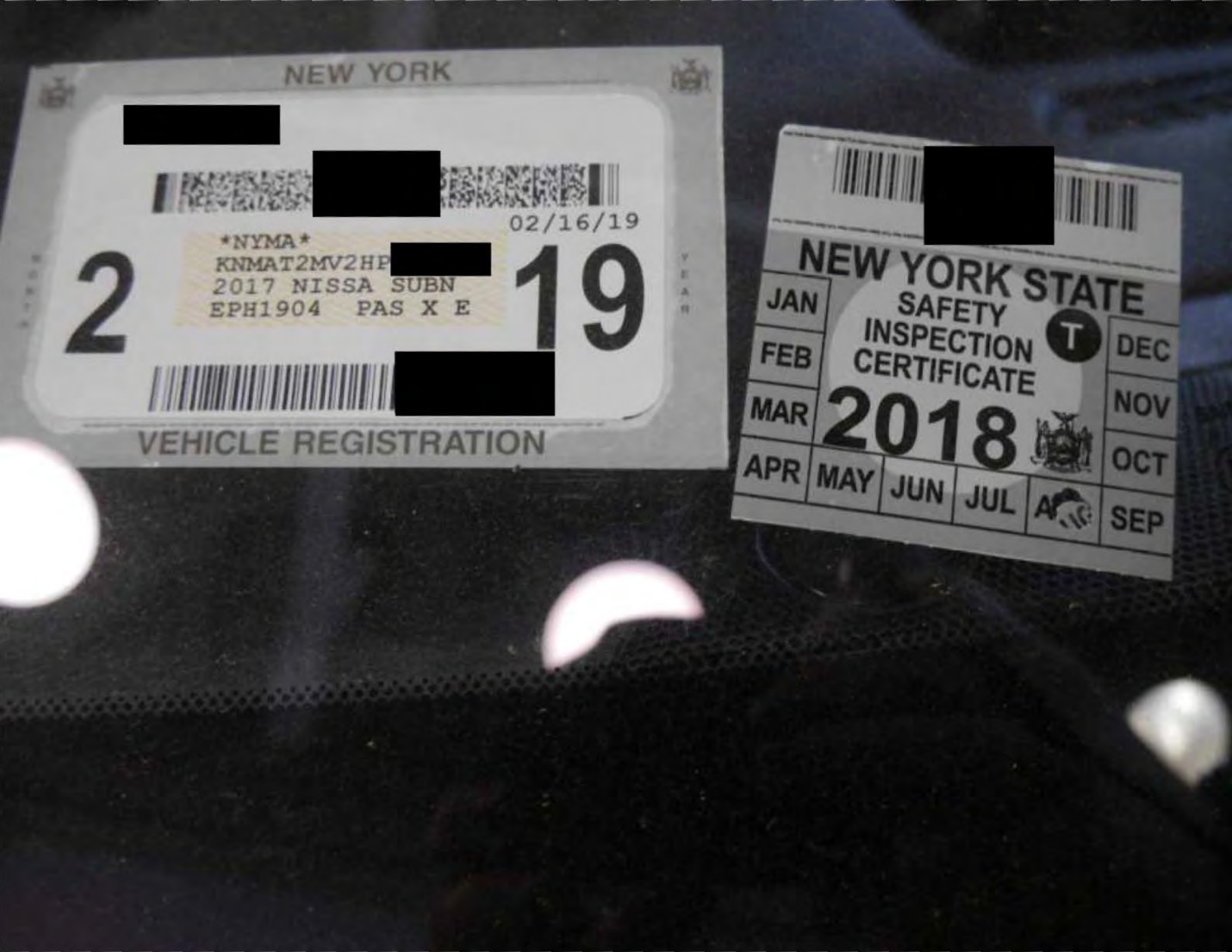
Save Form & Finish Later — Save form with unlocked fields to finish later.

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


Functions File Subscreens Tools Display Reports Print System Tools Go To
Dispatching - Dispatcher# ALL
Tag Information
Tag
Priority
Odometer 2900
Dispatcher
Promise Date/Time
Estimated $ 0.00
Memo
Actual $ 0.00
Status Cashier
Last Status Change 05/03/18 10:54AM
Hold Time Left
Actual
Date
Total Hold
Comments ++WAITER++
RO
AP...
SPG
Rep...
Status
Dept
Od...
485741
Cashier
SVC
Jobs
RO#
Job
Operation
Description
Instruct...
Dispatcher
Pr...
Job Status
Tech#
01
AUTO TRANS
2
50
Finished
77315
02
VEHICLE INS
2
50
Finished
77315
Complaint CUSTOMER STATES WHEN DRIVING 30-40-50 MPH CAR DOWN SHIFTS AND STOPS
Note
RO#
Tag#
Advisor (2666) ANTHONY JAKUP
St CASHIER
Time In 05/03/18 8:58AM
Est 05/03/18 10:54AM
VIN
17 NISSAN ROGUE GLACIER WHT 4D SUV 2017.5 AWD
Dept SERVICE
F1 Help
F11 Edit Job
F12 Refresh
PgUp/Dn=Subscreens Ctrl=Actions
Record Viewed
COLE
Type here to search




KNMAT2MV2HP


NEW YORK
[redacted]
02/16/19
NYMA
KNMAT2MV2HP[redacted]
2017 NISSA SUBN
EPH1904 PAS X E
2
19
VEHICLE REGISTRATION
NEW YORK STATE
SAFETY
INSPECTION
CERTIFICATE
T
2018
JAN
FEB
MAR
APR
MAY
JUN
JUL
AUG
SEP
OCT
NOV
DEC


MFD BY RENAULT SAMSUNG MOTORS
CO., LTD. FOR NISSAN MOTOR CO., LTD.
DATE: 06 / 17
GVWR: 2122 KG
4679LB
GAWR FR: 1072 KG
2363 LB
WITH 225/65R17 TIRES
17X7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR: 1089 KG
2401 LB
WITH 225/65R17 TIRES
17X7J 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.
KNMAT2MV2HP
MPV
MODEL: TDBNLTWT32EUA——A
COLOR: QAK TRIM: G ZS30A


2954miles


NISSAN






ROGUE


ROGUE
SV AWD


SV AWD


FLEET ELECTRIC CO.








NISSAN


NISSAN


NISSAN







NISSAN
































Mac Tools
Tech Series
50
MAC
TOOLS


ROGUE


4499


ROGUE
























Tech Series
80














NISSAN


RENAULT NISSAN
12V - 80D23L 62Ah 582A (SA
24410 JY13B

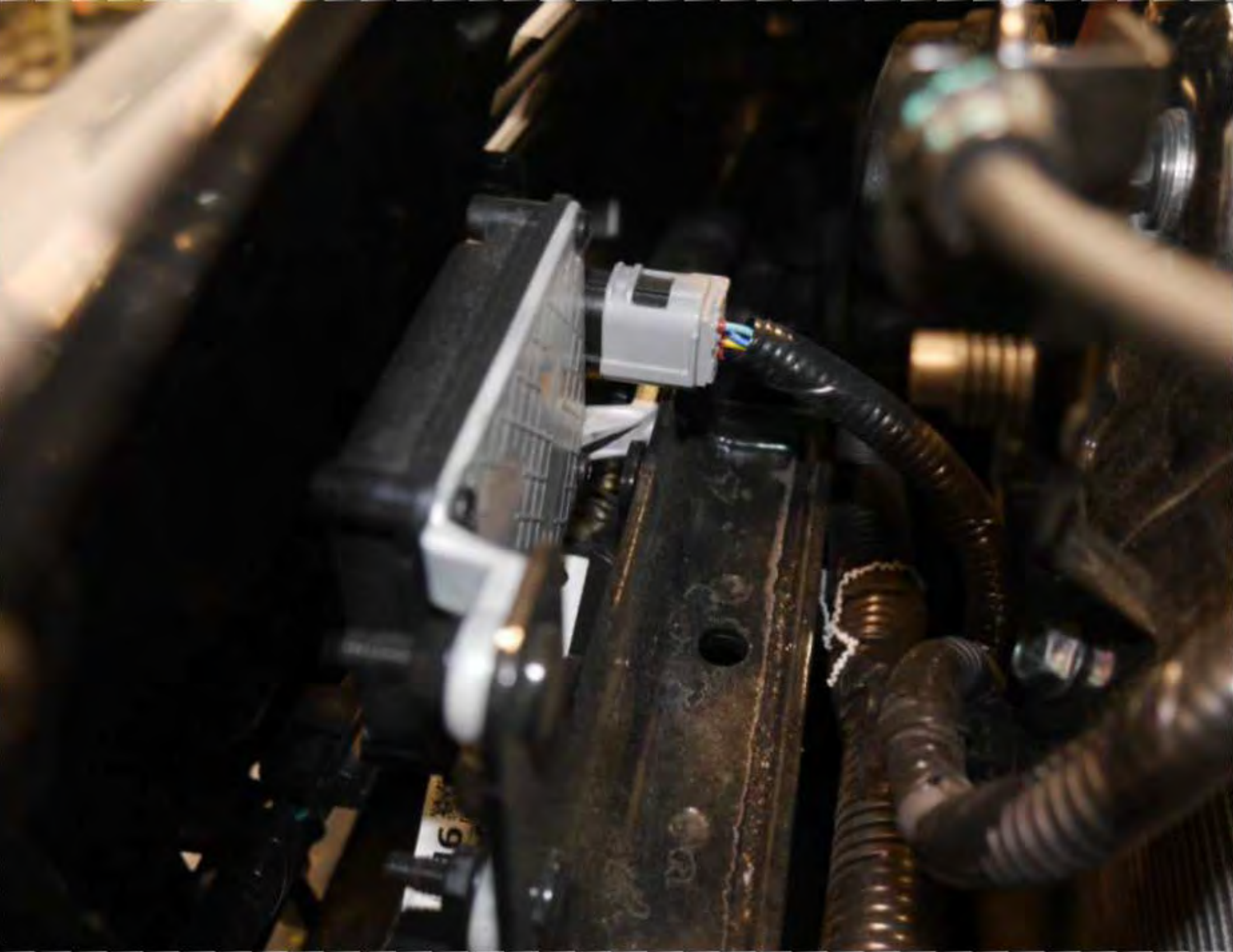

RENAULT NISSAN


NISSAN
RENAULT NISSA


























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Search

Samaritan Potter Help & Training

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

Vehicle
KNMAT2MV2HP[redacted]

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Vehicle Campaigns [0] | Warranty Cases [0] | Cases [1] | Service History [9] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	KNMAT2MV2HP[redacted]		
Last Modified By	Dakota McGregor, 5/10/2018 8:45 AM	Branded Title	
Created By	NNAETL, 8/11/2017 11:18 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	2,900	MSRP	$29,870
Latest Recorded Mileage Units	M		
In Service Date	8/23/2017		

Manufacturing Data

Make/Model	2017 NISSAN ROGUE	Manufacturer Date	6/9/2017
Model Year	2017	Plant Name	Renault Samsung
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	GLACIER WHITE	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), U01 (SV PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brand
1	BASIC COVERAGE	8/23/2020	36,000				
2	POWERTRAIN COVERAGE	8/23/2022	60,000				
3	SEAT BELT	8/23/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	8/23/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	8/23/2025	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]	SMITHTOWN NISSAN	NMAC lease	ROGUE	8/23/2017	

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]	5/3/2018 9:59 AM		2,900	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]	NO DEFECT FOUND	FW	1/23/2018	1,606	[redacted]	2691	[redacted]	1
	SRH-[redacted]		PD	8/9/2017	3	NP SMITHTOWN NISSAN INC	2691	[redacted]	1
	SRH-[redacted]		C	4/29/2018	2,697	[redacted]	2691	[redacted]	
	SRH-[redacted]		C	4/29/2018	2,697	[redacted]	2691	[redacted]	
	SRH-[redacted]		W	1/19/2018	1,606	[redacted]	2691	[redacted]	
	SRH-[redacted]		I	1/19/2018	1,606	[redacted]	2691	[redacted]	
	SRH-[redacted]		I	1/19/2018	1,606	[redacted]	2691	[redacted]	
	SRH-[redacted]		I	8/23/2017	7	[redacted]	2691	[redacted]	
	SRH-[redacted]		W	8/9/2017	3		2691	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
8/11/2017 11:18 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	5/7/2018	[redacted]	Kevin	MacKay	NER	5/8/2018 11:00 AM	5/9/2018 12:40 AM

^ Back To Top

Always show me fewer / more records per related list

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PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2

DOCUMENTS

FIELD REPORTS



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	5N1AT2MV6HC[redacted]
User	Kevin D Mackay
Case Number	[redacted]
EDR Data Imaging Date	05/08/2018
Crash Date	03/10/2018
Filename	5N1AT2MV6HC[redacted]_ACM.CDRX
Saved on	Tuesday, May 8 2018 at 11:11:05
Imaged with CDR version	Crash Data Retrieval Tool 17.7
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.7
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r007

DTCs at Time of Retrieval

None

Hexadecimal Data

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DID    Data

2001  00 02 1C 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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2002  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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2006  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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2019  00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01
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      00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01
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201B  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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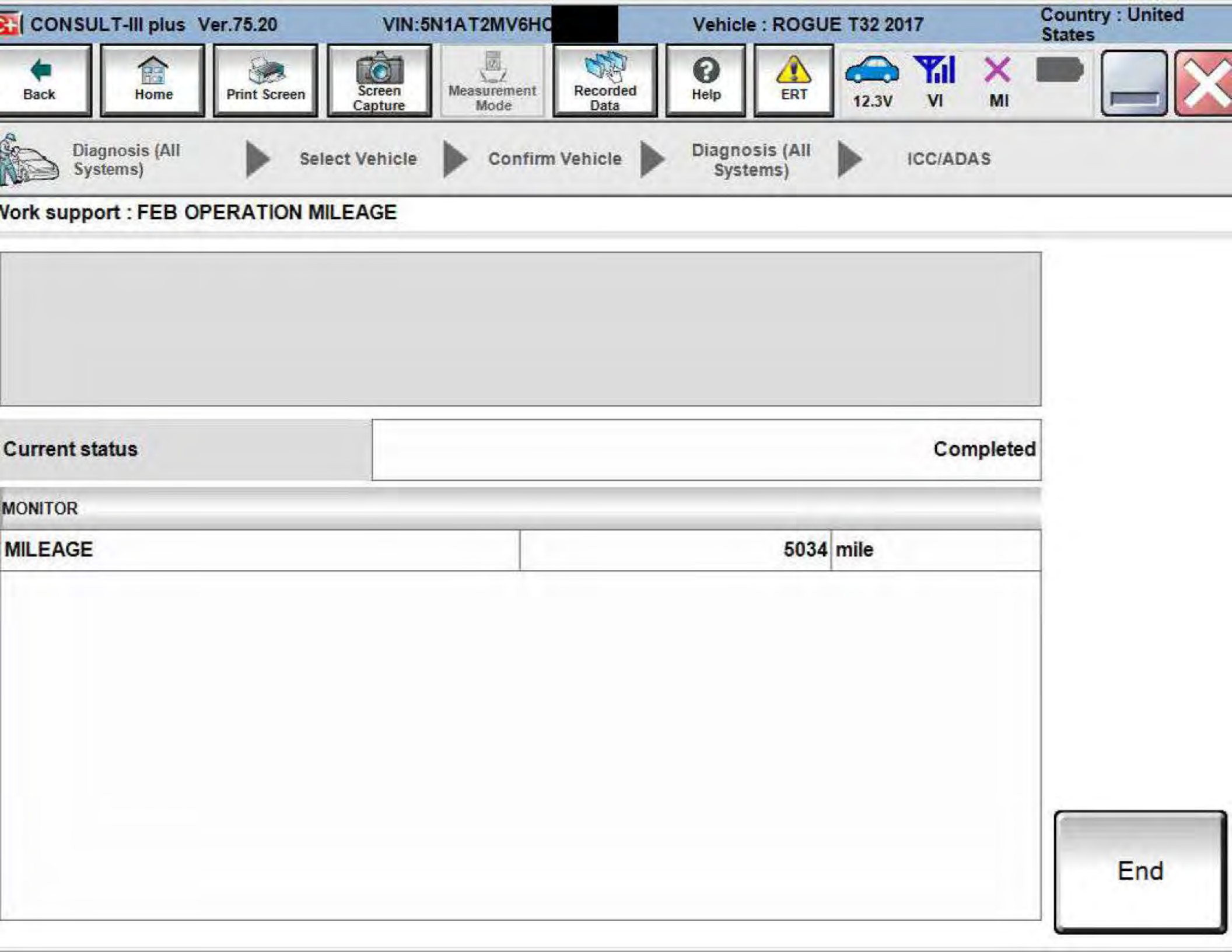

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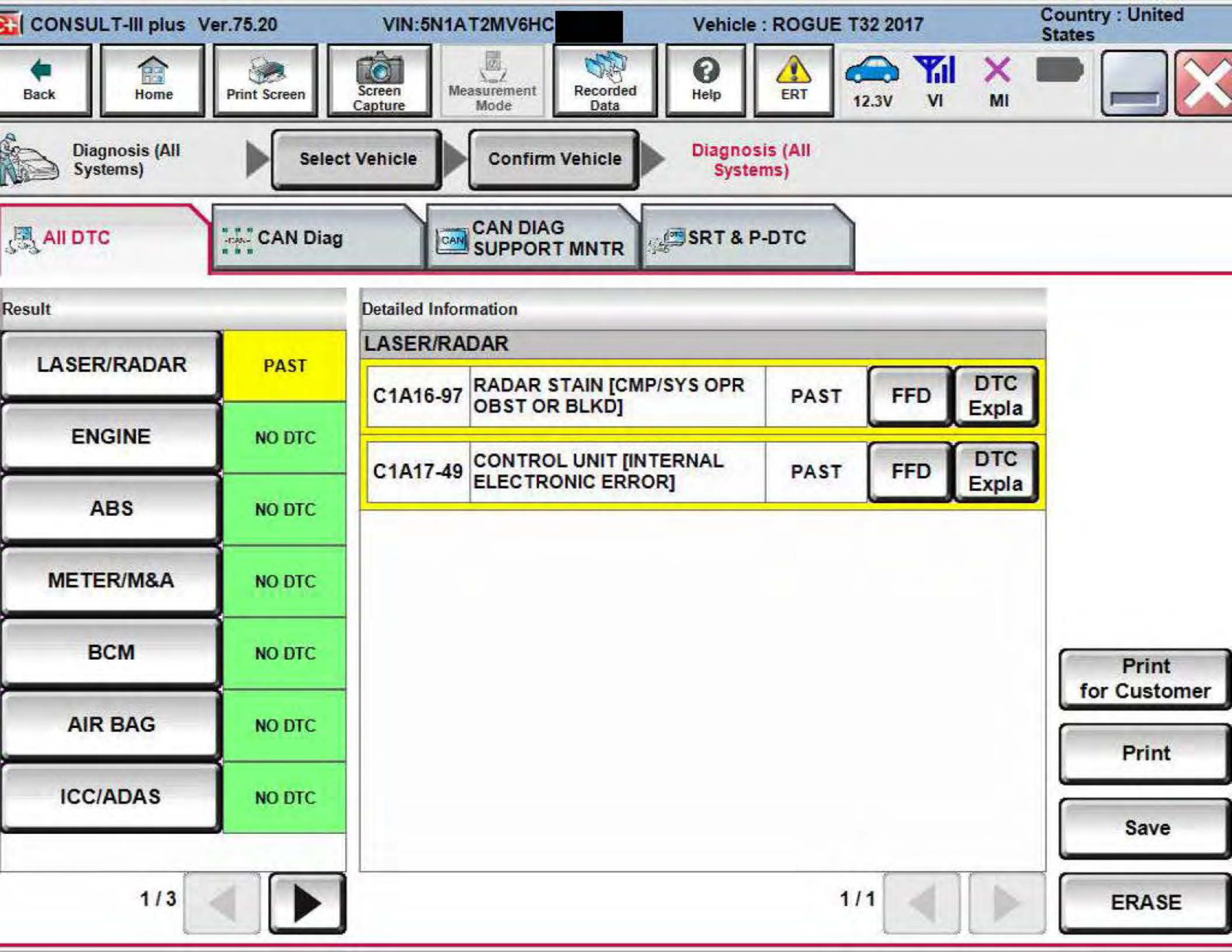

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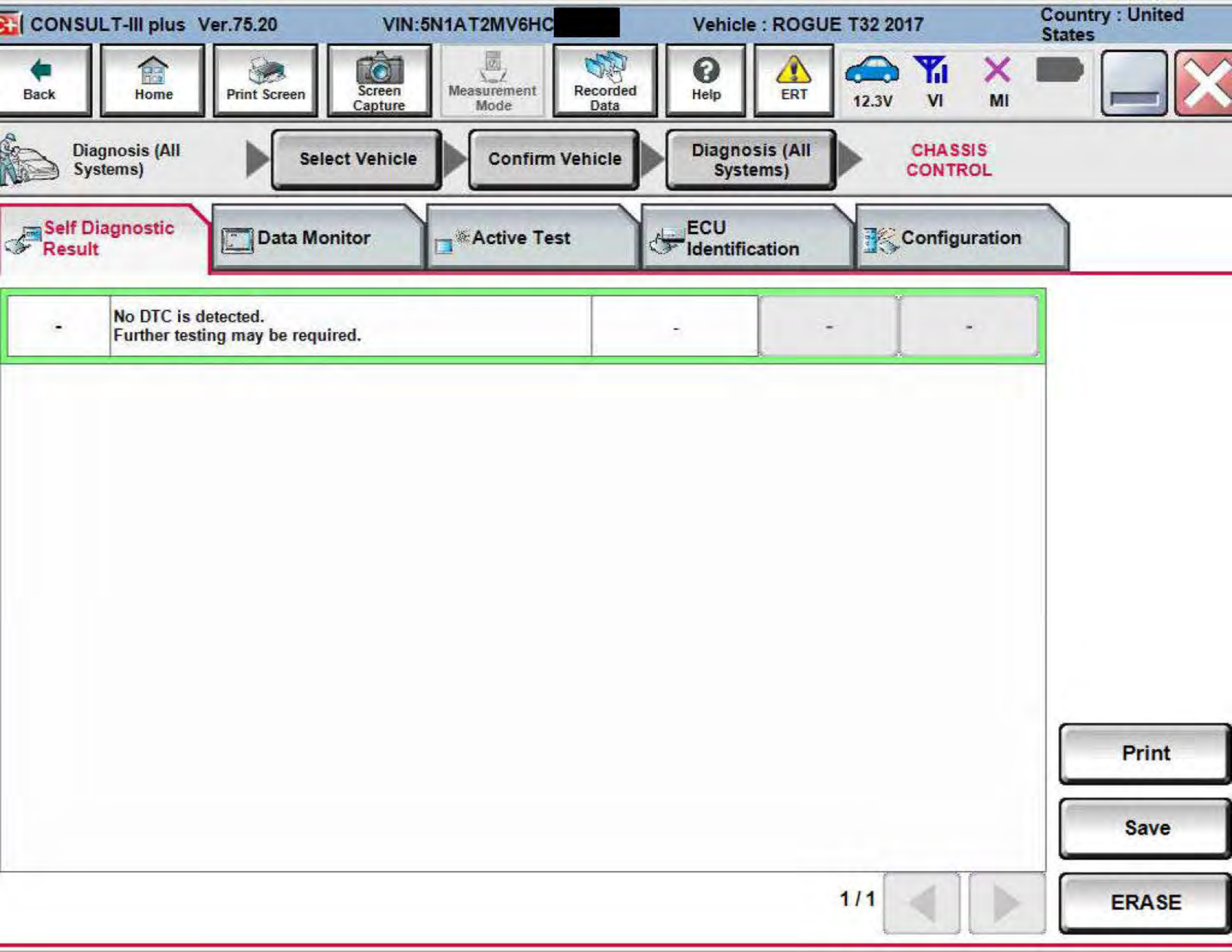

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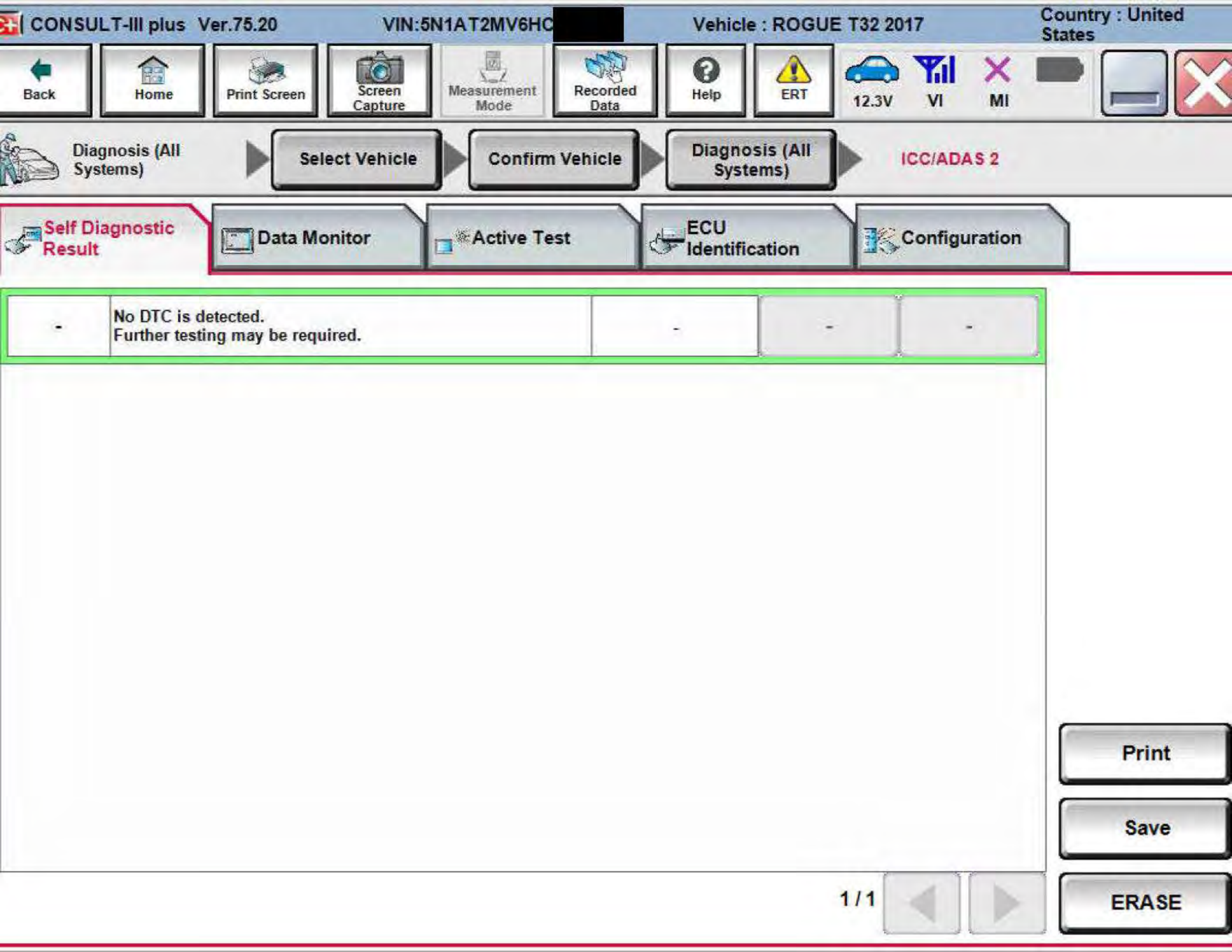
Disclaimer of Liability

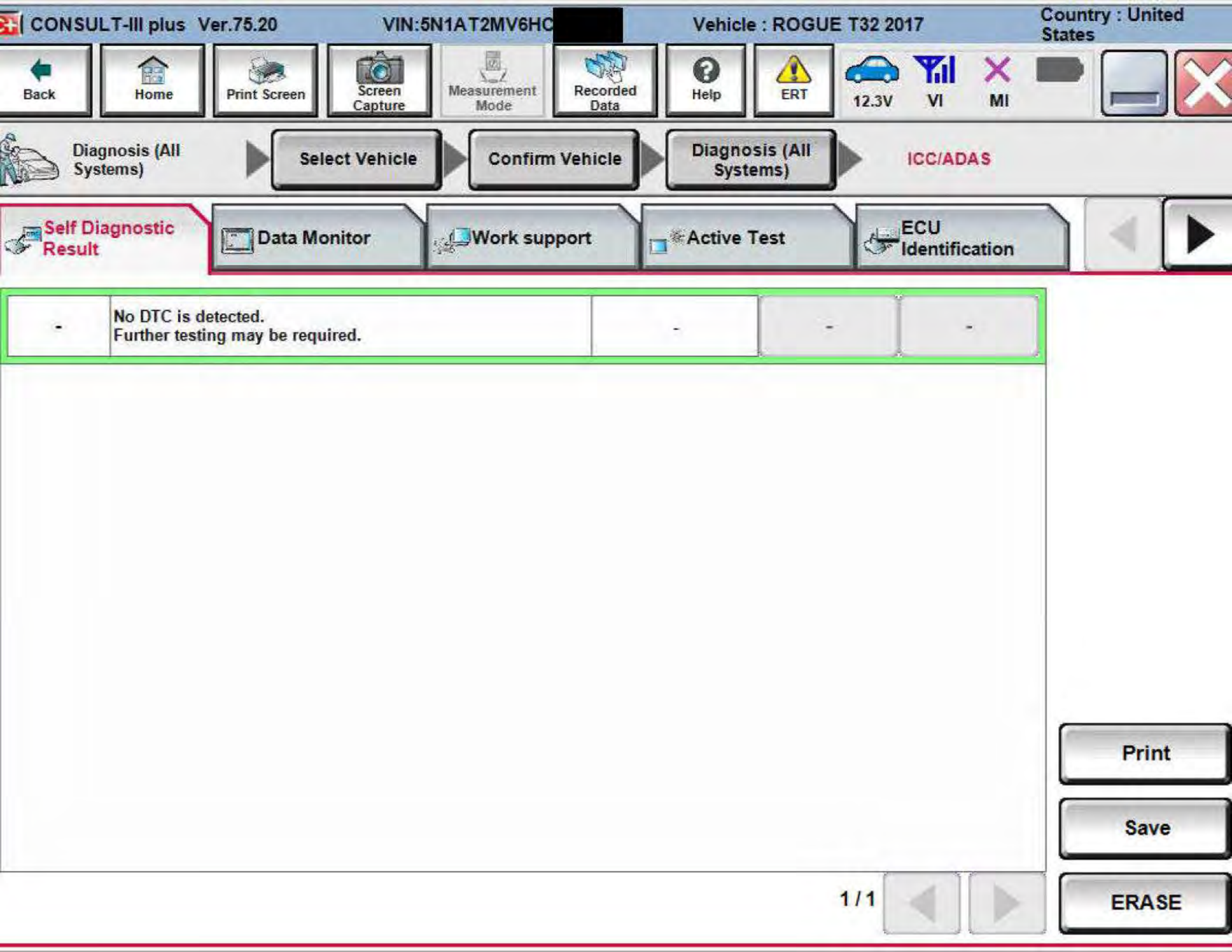
The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages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

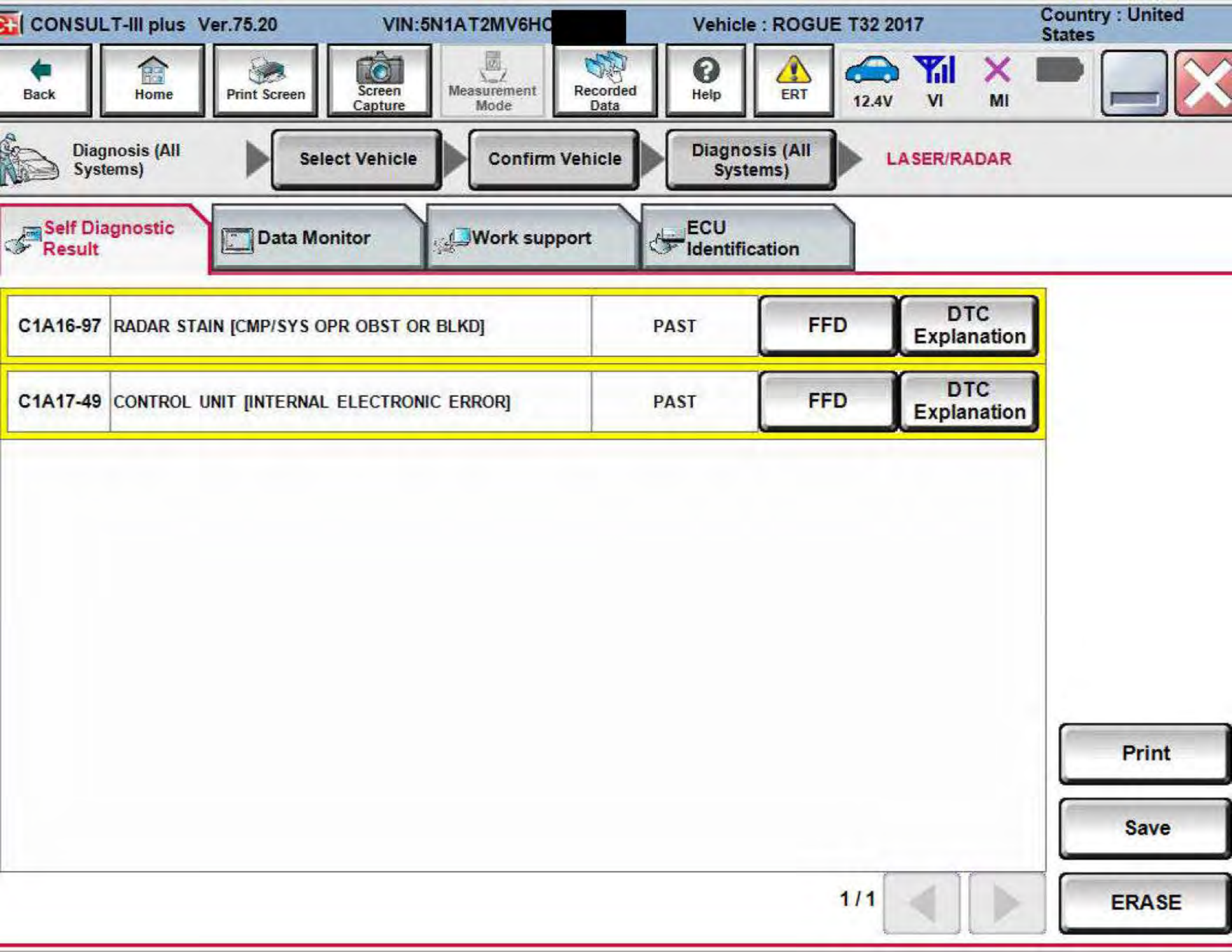

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Home
Print Screen
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Measurement Mode
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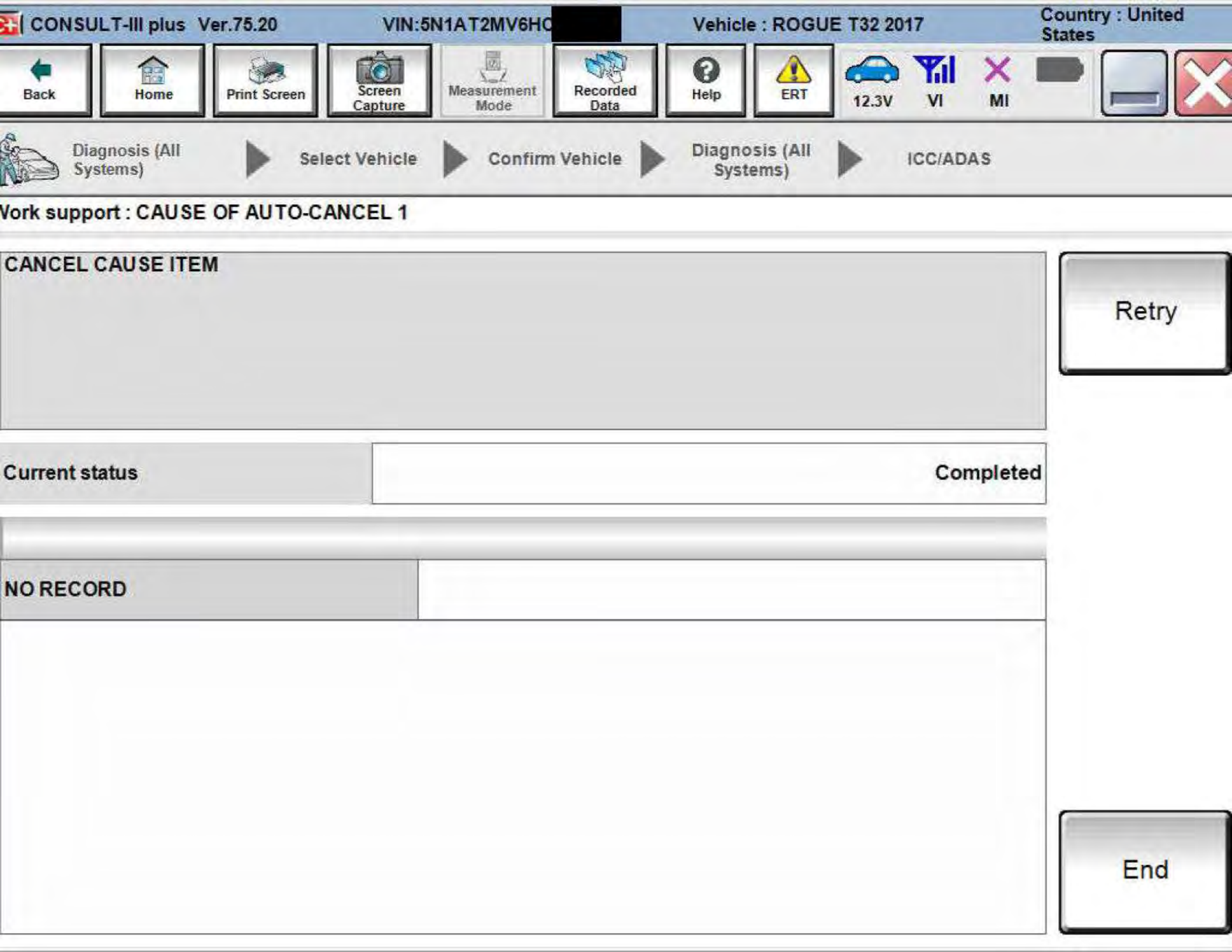

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Detailed Information
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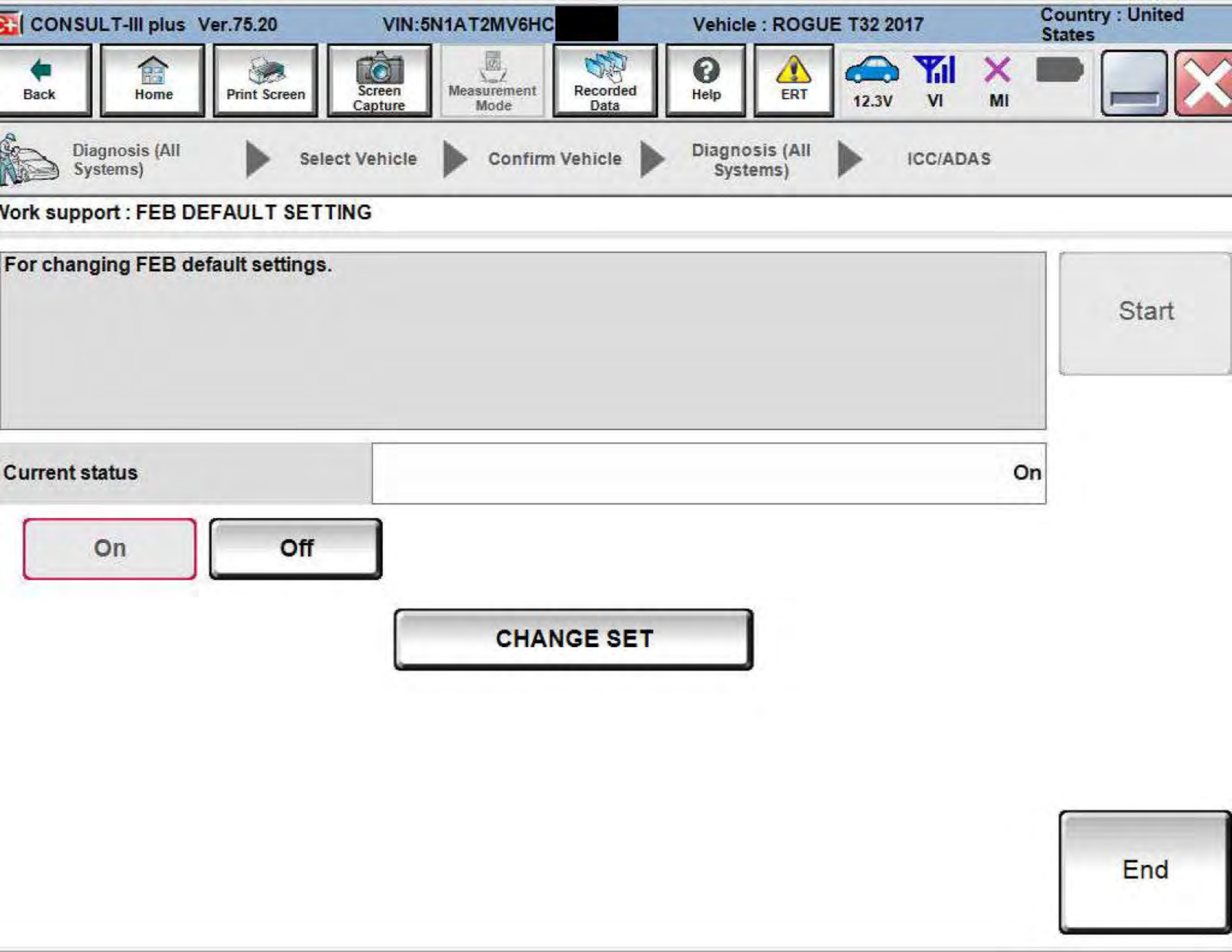

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Further testing may be required.
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Further testing may be required.
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Help
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No DTC is detected.
Further testing may be required.
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CONSULT-III plus Ver.75.20
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Vehicle : ROGUE T32 2017
Country : United States
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Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.4V
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
C1A17-49 CONTROL UNIT [INTERNAL ELECTRONIC ERROR] PAST FFD DTC Explanation
1 / 1
Print
Save
ERASE


CONSULT-III plus Ver.75.20
VIN:5N1AT2MV6HC
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
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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:5N1AT2MV6HC[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.3V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End



Search

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Case
[redacted]

Customize Page | Printable View | Help for this Page

Case Comments [34] | Case Categorizations [0] | Open Activities [3] | Activity History [4] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [2] | Attachments [0] | Case History [29] | Emails [1]

Case Detail

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

Account Name	[redacted]	Case Number	[redacted]
Contact Email	[redacted]	Case Owner	Alex Kang [Change]
Home Phone	[redacted]	Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	3/10/2018 12:16 PM
Letter Received Date		Date/Time Closed	
Follow Up Date	5/22/2018	Multiple Repairs	No
Follow Up Request	Send Follow Up Email		
Supporting Documents		DRT Support Status	Pending
CA Multiple Repairs		DRT Support IIR Status	Accepted
Executive Actions To Resolve		DRT Resolution Status	
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Smithtown Nissan
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Smithtown Nissan
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,000		

Incident Codes - IIR REQUIRED

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

Customer Requests

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

Vehicle Information

Vehicle	5N1AT2MV6H[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	SMITHTOWN NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	FYI

Related Items

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

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

Primary & Secondary Root Cause Code

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

Action Code

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

DTS Request

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV6HC[redacted]		
Created By	Denzel Gordon, 3/10/2018 12:16 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 5/9/2018 9:03 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	NT8G
Root Cause		Priority	N/A

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

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Public		**Created By: Alex Kang (5/9/2018 7:52 AM)** ARBS received email from DTS- Kevin Mackay stating: IIR Jenna Greenberg CAR#[redacted] has been completed and uploaded to the FTP site.
Make Public		**Created By: Alex Kang (5/7/2018 3:26 PM)** ARBS made outbound call at[redacted] ARBS left VXM regarding C's inspection set for tomorrow
Make Public		**Created By: Alex Kang (4/23/2018 3:25 PM)** ARBS made outbound call to C at[redacted] ARBS stated ARBS was given a new inspection date and time and it will be on the 8th of May at 10 AM. C stated that works. ARBS stated ARBS will get this processed and will give C a friendly reminder call on the 7th. C thanked ARBS. Call ended mutually.
Make Public		**Created By: Alex Kang (4/23/2018 7:34 AM)** ARBS received email from DTS-Kevin Mackay stating: Please resubmit the DTS request on this case. My next date available is may 8th at 10 am. Please let me know if this date works.
Make Public		**Created By: Alex Kang (4/20/2018 8:47 AM)** ARBS moving case out to 4/23 as DTS is not in the office and will be returning back on 4/23
Make Public		**Created By: Alex Kang (4/18/2018 8:48 AM)** ARBS emailed DTS-Kevin Mackay requesting for new date and time.
Make Public		**Created By: Alex Kang (4/16/2018 8:45 AM)** ARBS emailed DTS-Kevin Mackay requesting for new date and time.
Make Public		**Created By: Alex Kang (4/12/2018 2:39 PM)** ARBS made outbound call to DTS-Kevin Mackay. ARBS stated C can not make the inspection date. ARBS stated ARBS would need a new date nad time. DTS stated ok will send ARBS an email once DTS gets to the computer. call ended mutually.
Make Public		**Created By: Alex Kang (4/11/2018 4:09 PM)** ARBS emailed DTS-Kevin Mackay regarding C will not be able to do the DTS inspection.
Make Public		**Created By: Alex Kang (4/11/2018 4:07 PM)** ARBS made outbound call to C at[redacted] ARBS stated ARBS received C's voicemail that C would not be able to meet with the inspector. ARBS stated when would be a good time for C. C stated soonest as possible in the morning.. ARBS stated ARBS will get in touch with the inspector regarding this. ARBS stated ARBS will mention that an update will be coming out soon for the vehicle regarding the FEB system. ARBS stated it is under C's discretion if C would like to wait for the inspection date and time or the update. C stated can C get the inspection date and if it is longer than the update, then C will do the update and try that? ARBS stated not a problem. ARBS stated ARBS will get back in touch with C about this.

Call ended mutually.

Make Public

Created By: Alex Kang (4/11/2018 3:57 PM)
ARBS received VXM from C stating C could not make the appointment time and would like to request for a different date and time.

Make Public

Created By: Alex Kang (4/9/2018 3:06 PM)
ARBS made outbound call to C at[redacted]

ARBS stated ARBS spoke with ARBS's inspector and it wouldn't be an issue for the inspector to give C a call.
ARBS stated it will come from a restricted number or from the dealership.
ARBS stated ARBS wanted to give C a heads up about that.

ARBS stated ARBS did inform the DLRSHp as well.
ARBS stated C can speak to SM-Andrew of at the DLRSH pfor any questions.

C thanked ARBS.

ARBS stated ARBS will give C a friendly reminder call on the 12th.

ARBS thanked C

Call ended mutually.

Make Public

Created By: Alex Kang (4/9/2018 3:01 PM)
ARBS made outbound call to SMITHTOWN NISSAN.

ARBS spoke with SM- Andrew.

ARBS stated DTS will be coming out on 4/13 at 10 AM to inspect the vehicle.
ARBS stated C would also need a rental or a loaner vehicle and not sure how the DLRSHP schedule is for that, but ARBS did tell C to speak to the DLRSHP about that.

Sm-Andrew thanked ARBS.

call ended mutually.

Make Public

Created By: Alex Kang (4/9/2018 2:56 PM)
ARBS made outbound call to DTS-Kevin Mackay.

ARBS asked if there was any way for DTS-KM to speak to C regarding that C isn't able to meet with DTS.

DTS-KM stated shouldn't be an issue.
DTS-KM requested to be emailed regarding this.

ARBS stated not a problem.

Call ended mutually.

Make Public

Created By: Alex Kang (4/9/2018 2:53 PM)
ARBS received inbound call from C at[redacted]

ARBS stated the the inspector has given ARBS an inspection date and time for April 13th at 10AM est.
ARBS asked if this would work for C.

C stated C would like to meet with the inspector or talk with the inspector and C wouldn't be able to due to C's work schedule.

ARBS stated if C would like to tlak to the inspector, then ARBS can try and reach out to the inspector regarding this.
ARBS stated there isn't any guarantee that this can happen

C stated C's other concern is that C would need a rental or loaner vehicle to go to work.
C stated is this something that Nissan can help out with or would C need to speak to the dealerhsip.

ARBS stated as of right now C would need to speak to the DLRSHP.

ARBS stated ARBS doesn't have any way of knowing if the dealership has any loaners or rentals available.

C stated ok.

ARBS stated ARBS will give C a call back regarding if the inspector can speak to C.

C stated what should C do then about the inspection.

ARBS stated well if C wants to confirm the inspection date then that it is fine.
ARBS stated the vehicle would just need to be brought to the DLRSHP prior to the inspection time.

c stated C will wait for ARBS call.

C thanked ARBS.

Call ended mutually.

Make Public

Created By: Alex Kang (4/9/2018 2:39 PM)
ARBS made outbound call a[redacted]
ARBS left VXM providing case number, best contact information and requesting call back.

Make Public

Created By: Alex Kang (4/4/2018 3:05 PM)
ARBS made outbound call to C at[redacted]
ARBS asked if C has 10-15 minutes to speak about the case.
ARBS proceeded with probing questions.
ARBS asked where is the rail road tracks

C stated Right before Edgewood ave. on River RD.

ARBS asked for detail description on the incident.

C stated was coming towards the railroad tracks and it didn't stop all the way.
C stated it started to make a grinding noise.
C stated as C was going over it, it felt like it was going over it.
C stated it's not the same when it stops, it tries to lock on the surface.
C stated the rail road tracks are on a slight hill.
C stated the weather was clear.
C stated it happens to C all the time on this railroad track.

ARBS stated ARBS will get in touch with the inspector regarding C's concern.
ARBS stated it would take about 2-4 weeks for this to be completed.
ARBS stated it will take about 6-8 weeks for the entire investigation to be completed.

		C stated C has a sister with the same concern and the engineer was with the sister at that time. C stated C was wondering if the engineer can do the same as C would like to take the vehicle to the rail road tracks with the inspector. ARBS stated that would be something the inspector would have to answer but C can meet with the inspector. ARBS stated ARBS will call C back regarding when the inspection date and time can be taken place. C stated C will like to note that C can not answer the phone until it's after 3:30 EST. ARBS stated ARBS will notate this and will call C back after 3:30 est. C thanked ARBS. Call ended mutually.
Make Public		**Created By: Alex Kang (4/4/2018 1:31 PM)** ARBS received VXM from C requesting call back.
Make Public		**Created By: Alex Kang (3/29/2018 1:40 PM)** ARBS made outbound call at[redacted] ARBS left VXM providing case number, best contact information and requesting call back.
Make Public		**Created By: Alex Kang (3/26/2018 1:44 PM)** ARBS made outbound call at[redacted] ARBS left VXM providing case number, best contact information and requesting call back.
Make Public		**Created By: Alex Kang (3/26/2018 8:25 AM)** ARBS made outbound call to Smithtown Nissan ARBS spoke with SD-Andrew Jones ARBS asked if DTS came out to inspect this vehicle. SD-AJ stated 2/20 it was last time at the DLRSHP. SD-AJ stated there was no DTS appointment at that time. SD-AJ stated 12/4 1800 miles there was a DTS appointment at that time and it was a no problem found concern. SD-AJ stated C is not in a rental now. ARBS thanked SD-AJ. Call ended mutually.
Make Public		**Created By: Alex Kang (3/22/2018 7:40 AM)** **********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********
Make Public		**Created By: Samantha Dixon (3/22/2018 7:18 AM)** C states while driving over railroad tracks VEH just stopped.
Make Private		**Created By: Kyra Walton (3/21/2018 4:05 PM)** RCAS-KW VERIFIED C's name, home & email address, concern, phone RCAS-KW ADVISED "This call may be recorded for quality and training purposes." RCAS-KW advised that RCAS-KW is C's case manager and point of contact for C. RCAS-KW VERIFIED Account Info including: C's name, home & email address, phone# & best contact# RCAS-KW VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History RCAS-KW CHECKED for open recalls/campaigns and found: 0 RCAS-KW CHECKED for previous UNRELATED Case(s) and found: 0 RCAS-KW CHECKED previous RELATED Case(s) and found:[redacted] RCAS-KW advised RCAS-KW is case manager and understands C is having concerns with FEB. C stated C thinks that is the issue. C stated VEH just stops by rail road tracks. C stated engineer looked at VEH and could not duplicate. RCAS-KW understood and apologized to C. RCAS-KW asked C IIR questions. RCAS-KW advised that C will receive contact within 3 business days. RCAS-KW asked C did C have any questions. C declined and stated C just wished to be called after 3:30 EST. RCAS-KW understood and advised. Call Ended Mutually.
Make Private		**Created By: Kyra Walton (3/20/2018 9:41 AM)** RCAS-KW placed outbound call to C on #[redacted] RCAS-KW left VMX for C in regards to case. RCAS-KW setting follow up for 3/22/18.
Make Private		**Created By: Kyra Walton (3/20/2018 9:39 AM)** RCAS-KW received VMX from C advising C is not available to speak until after 3:30PM EST (2:30 Central.)
Make Private		**Created By: Kyra Walton (3/16/2018 9:30 AM)** RCAS-KW placed outbound call to C on work#[redacted] Operator answered the phone and asked for RCAS-KW contact # and name. Operator advised that Operator will inform C that RCAS-KW called and will provide RCAS-KW message for C to get back in contact with RCAS-KW. RCAS-KW understood and thanked operator for assistance. Call Ended Mutually.
Make Private		**Created By: Kyra Walton (3/16/2018 9:27 AM)** RCAS-KW placed outbound call to C on #[redacted] RCAS-KW left VMX for C in regards to case. RCAS-KW closing case pending C contact.
Make Private		**Created By: Kyra Walton (3/14/2018 8:54 AM)** RCAS-KW placed outbound call to C on #[redacted] RCAS-KW left VMX for C in regards to case. RCAS-KW setting follow up for 11/16/18.
Make Private		**Created By: Kyra Walton (3/12/2018 11:32 AM)** RCAS-KW placed outbound call to C on #[redacted] RCAS-KW left VMX for C in regards to case. RCAS-KW setting follow up for 11/14/18.
Make Private		**Created By: Kyra Walton (3/12/2018 11:24 AM)** RCAS-KW sent email to SD-Andrew Jones and SM-Michael Scanlon in regards to C's complaint and request for diagnosis and Open RO information.
		Created By: Kyra Walton (3/12/2018 11:17 AM) RCAS-KW placed outbound call to Smithtown Nissan. RCAS-KW spoke to Operator. RCAS-KW asked to speak to SD-Andrew Jones.

Operator advised that SD is not available.

RCAS-KW asked to speak to Service Advisors.

Make Private ✓ Operator advised that SA's are not available and will take message to have first SA return call.

RCAS-KW provided Operator with RCAS-KW contact information.
Call Ended Mutually.

Created By: Denzel Gordon (3/10/2018 12:35 PM)
****** [CASE SUMMARY] ******

Make Public

C has VEH that is stopping and error lights and messages
CRR-DG sending case to RCAS

Created By: Denzel Gordon (3/10/2018 12:33 PM)
CRR-DG OPENED VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number
CRR-DG VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History
CRR-DG CHECKED for open recalls/campaigns and found: 0
CRR-DG CHECKED for previous UNRELATED Case(s) and found: 0
CRR-DG CHECKED previous RELATED Case(s) and found: [redacted]
CRR-DG NOTED concern is: VEH is stopping

CRR-DG received inbound call from C

C stated VEH stopped after driving onto railroad tracks
C stated C feels in danger in the VEh
C stated DLRPSHP couldn't diagnose it or do anything about this concern
Make Public C stated VEH has new feature where VEH is supposed to stop if VEH is too close in front of it
C stated there is error message stating that feature isn't working correctly
C stated that there is a red and white warning sign comes up when VEH stop
C stated C turned car on this morning
C stated 3 lights came on then VEH locked up
C stated the fact that C's VEH is currently having reoccuring problems with the VEH is concenring.

C understood and appreciated the assistance
C declined further assistance and call ended mutually

C stated BEST CONTACT IS [redacted] after 3:30PM EST

CRR-DG provided C with agent ID/name and case #
CRR-DG closing case

Case Categorizations

New Case Categorization | Case Categorizations Help

No records to display

Open Activities

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

Action	Subject	Status	Due Date	Type	Action Taken	Name	Assigned To	Last Modified Date/Time	Last Modified By Alias
Edit | Cls	IIR	Not Started	3/23/2018			[redacted]	Alex Kang	3/22/2018 7:19 AM	ARBS-SD
Edit | Cls	DTS Follow Up [redacted] SMITHTOWN NISSAN	Not Started	4/6/2018				Alex Kang	4/4/2018 3:10 PM	ARBS-AK
Edit | Cls	DTS Follow Up [redacted] SMITHTOWN NISSAN	Not Started	4/25/2018				Alex Kang	4/23/2018 7:35 AM	ARBS-AK

Activity History

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

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Request [redacted] SMITHTOWN NISSAN			4/25/2018	Kevin MacKay		Completed	4/24/2018 11:28 PM
Edit | Del	DTS Request [redacted] SMITHTOWN NISSAN			4/6/2018	Kevin MacKay		Completed	4/24/2018 11:17 PM
Edit | Del	Call		[redacted]	3/20/2018	Alex Kang		Complete	3/22/2018 7:19 AM
Edit | Del	Email: Your inquiry to Nissan [ref:_00DA09i8L._5000G1S6XFp:ref]		[redacted]	3/10/2018	Denzel Gordon		Complete	3/10/2018 12:26 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
	F58546	IIR	Kyra Walton, 3/21/2018 3:57 PM	3/21/2018			5N1AT2MV6H[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	4/13/2018 10:00 AM	[redacted]	[redacted]	No Show
Edit	[redacted]	5/8/2018 10:00 AM	[redacted]	[redacted]	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
5/9/2018 7:52 AM	Alex Kang	Changed **Follow Up Date** from 5/15/2018 to **5/22/2018**.
5/7/2018 3:27 PM	Alex Kang	Changed **Follow Up Date** from 5/7/2018 to **5/15/2018**.
4/23/2018 3:25 PM	Alex Kang	Changed **Follow Up Date** from 4/23/2018 to **5/7/2018**.
4/20/2018 8:47 AM	Alex Kang	Changed **Follow Up Date** from 4/20/2018 to **4/23/2018**.
4/18/2018 10:18 AM	Alex Kang	Changed **Follow Up Date** from 4/18/2018 to **4/20/2018**.
4/16/2018 2:20 PM	Alex Kang	Changed **Follow Up Date** from 4/16/2018 to **4/18/2018**.
4/13/2018 4:10 PM	Alex Kang	Changed **Follow Up Date** from 4/13/2018 to **4/16/2018**.
4/12/2018 2:42 PM	Alex Kang	Changed **Follow Up Date** from 4/12/2018 to **4/13/2018**.
4/9/2018 3:06 PM	Alex Kang	Changed **Follow Up Date** from 4/11/2018 to **4/12/2018**.
4/9/2018 2:43 PM	Alex Kang	Changed **Follow Up Date** from 4/9/2018 to **4/11/2018**.
4/4/2018 3:10 PM	Alex Kang	Changed **Follow Up Date** from 4/4/2018 to **4/9/2018**.
3/29/2018 1:41 PM	Alex Kang	Changed **Follow Up Date** from 3/29/2018 to **4/4/2018**.
3/26/2018 1:45 PM	Alex Kang	Changed **Follow Up Date** from 3/26/2018 to **3/29/2018**.
3/22/2018 7:18 AM	Samantha Dixon	Changed **Case Owner** from Kyra Walton to **Alex Kang**.
3/22/2018 7:18 AM	Samantha Dixon	Changed **Description**.
3/21/2018 4:01 PM	Kyra Walton	Changed **Follow Up Date** from 3/22/2018 to **3/26/2018**.
3/20/2018 9:40 AM	Kyra Walton	Changed **Follow Up Date** from 3/20/2018 to **3/22/2018**.
3/16/2018 9:31 AM	Kyra Walton	Changed **Follow Up Date** from 3/16/2018 to **3/20/2018**.
3/14/2018 8:54 AM	Kyra Walton	Changed **Follow Up Date** from 3/14/2018 to **3/16/2018**.
3/12/2018 11:32 AM	Kyra Walton	Changed **Follow Up Date** from 3/12/2018 to **3/14/2018**.
3/12/2018 11:20 AM	Kyra Walton	Changed **Description**.
3/10/2018 12:35 PM	Denzel Gordon	Changed **Escalated By ID** to [redacted]
		Changed **Case Owner** from Denzel Gordon to **Kyra Walton**.
3/10/2018 12:21 PM	Denzel Gordon	Changed **Case Servicing Dealer** to **SMITHTOWN NISSAN**.
3/10/2018 12:16 PM	Denzel Gordon	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 3/19/2018 to **3/12/2018**.
		Changed **VIN** to **5N1AT2MV6HC**[redacted]
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV6HC**[redacted]
		Created.

Emails Send an Email Emails Help

Action	Status		Subject	Email Address	Message Date
Reply | To All | Del	Sent		Your inquiry to Nissan [ref:_00DA09j8L._5000G1S6XFp:ref] *3/10/2018 Case #*[redacted] *VIN # 5N1AT2MV6HC*[redacted] *Dea*[redacted]*, Thank ...*	[redacted]	3/10/2018 12:26 PM

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Always show me fewer / more records per related list

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Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV6HC[redacted]

Supplements

Check all of the supplements that apply:

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

I. CLAIMANT

Claimant Name [redacted] DOB [redacted] Day Phone [redacted]

Address [redacted] Eve. Phone [redacted]

City Smithtown 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 9/14/2017 VIN 5N1AT2MV6HC[redacted]

Mileage 6656 License # [redacted] State NY Country United States

Special equipment & accessories NONE.

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

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

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 3/10/2018 Time 12:00 PM

Location of Incident (describe fully) Railroad tracks on river road in Smithtown New York.

Weather Conditions (Rain/Snow/Dry/Etc.) Dry, Scattered Clouds

Vision obstruction (describe) None Given

Temperature at time of incident 37.9°F Parking location prior to time of incident Not Given.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV6HC[redacted]

Overnight temperature prior to incident: 30.0°F | Length of time parked: Not Given

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant)	Claimant states issue has happened more than once. Claimant states she was approaching rail road tracks and her vehicle made a load noise and stopped for a moment without moving. Claimant saw indicators pop up on her dashboard and her vehicle stopped right over tracks. Claimant stated the rail road tracks are on a slight hill. Claimant stated the weather was clear. Claimant stated it happens to her all the time on this railroad track.
Relation to Roadway (on-road, off-road, left side, right side)	On roadway, Right side.
Number of times incident occurred	3
Driver Action (braking, steering, etc.)	coasting, steering straight.
Special Circumstances	Issue occurs as the vehicle is traveling over the railroad tracks at the bottom of a hill on River road.
Actions taken after incident and results of those actions	Vehicle is continued to be operated after crossing the tracks.

Vehicle Estimated Speed	20	Source	Claimant	Posted Speed Limit	25
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.

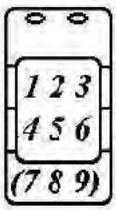
#	Allegation	Allegation made by
1	Claimant alleges that the Forward Emergency Braking (FEB) activates while traveling over the rail road tracks that cross River road.	Claimant

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant

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



Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV6HC[redacted]

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

Address [redacted] Smithtown, NY [redacted] Weight Not Given

Location Incident Vehicle Seating Position 1 - Driver

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

Nature & Extent of Injuries None

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

Add Occupant | Remove Occupant

☐ No Occupants Comments N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information Claimant

VI. Investigation Results

Date of vehicle inspection 5/8/2018

Location of inspection Smithtown Nissan, Smithtown NY

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

Vehicle exhibit no signs of impact trauma or collision.

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

Photos taken by Kevin D Mackay # Photos 89

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 7 - 25, 72 - 86)
Engine/ Transmission/ Drivetrain	No abnormalities found (Please see photos 43 - 53)
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found (Please see photos 65 - 71)
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found (Please see photos 26 - 42, 87 - 88)

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV6HC[redacted]

Seat Belts/ Child Restraints (if applicable)	No abnormalities found (Please see photos 26 - 42, 87 - 88)
Air Bags	No abnormalities found (Please see photos 26 - 42, 87 - 88)

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) activates while traveling over the rail road tracks that cross River road.	Upon inspection, found that the vehicle exhibits no signs of impact collision or trauma. Performed C3+ diagnostics, and found PAST DTCs of C1A16-97 radar stain and C1A17-49 Control unit. Performed inspection of FEB operation mileage log and found past history recorded at 5034 miles. Performed inspection of the laser radar control unit and found that the electrical connector is fully seated and properly connected. DTS performed test drive to the claimant described location of the train tracks that cross the roadway on River road in Smithtown NY. Upon arrival at the tracks, found that a 4-6 inch strip of asphalt has recently been added to the leading edge of the front of the train tracks. DTS made 20 passes over the tracks in both directions and was unable to duplicate any abnormal FEB operation. Vehicle was driven a total of 10 miles during DTS test drive.

Add Row | Remove Row

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

Reporter's Signature *Kevin D. Mackay*

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

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV6HC[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)	N/A
Comments	N/A

II. Diagnostic Download and EDR Data

Instructions:

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

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

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV6HC[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.)	Vehicle not equipped with lane camera.
○	◉	Physical damage to camera? (ie. cracks)	Vehicle not equipped with lane camera.
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Please see photos 23 - 25, 50 - 53
○	◉	Physical damage to radar sensor units? (ie. cracks)	Please see photos 23 - 25, 50 - 53
◉	○	Electrical connection to radar module firmly seated?	Please see photos 23 - 25, 50 - 53
○	◉	Electrical connection to camera module firmly seated?	Vehicle not equipped with lane camera.
○	○		

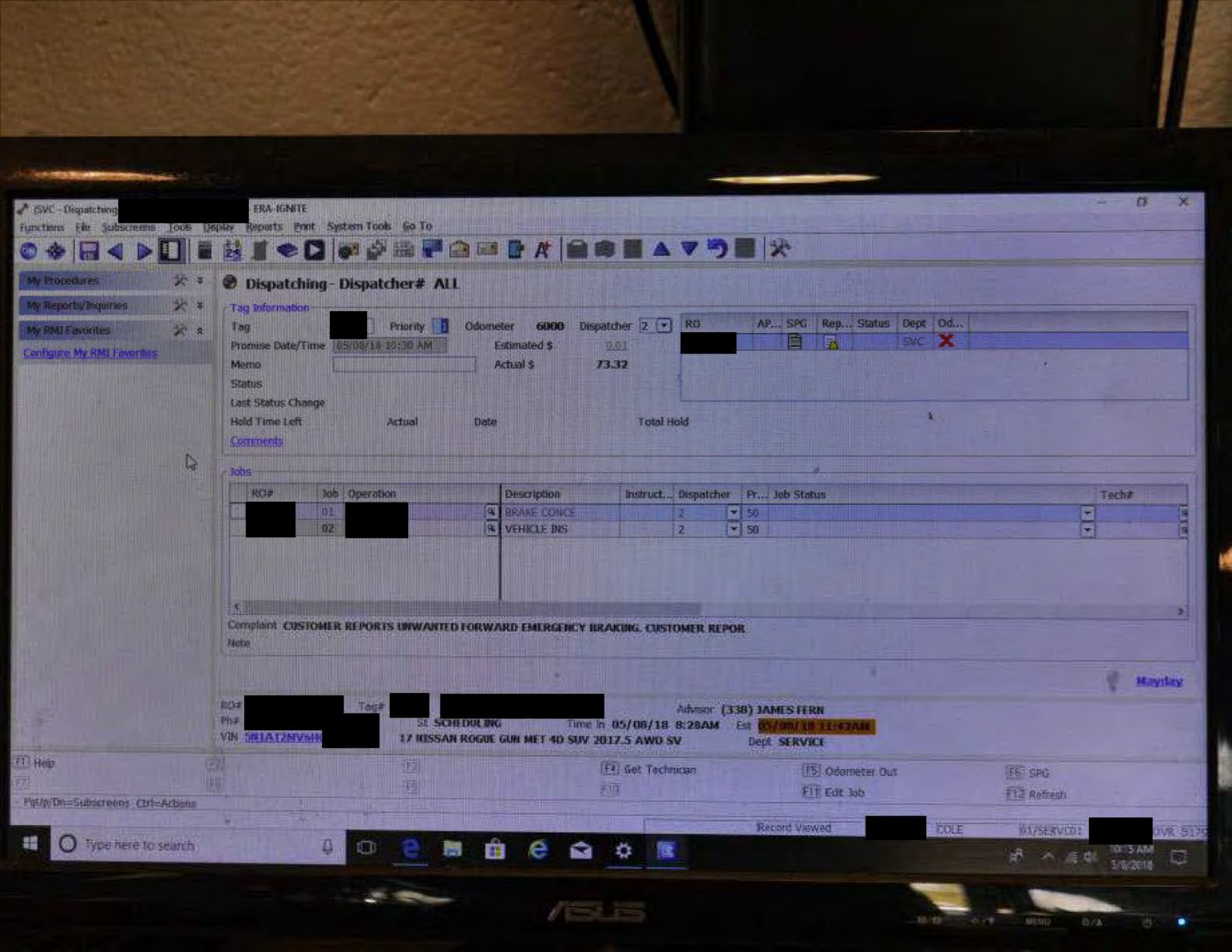
End of Form

*Name your file while saving.

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

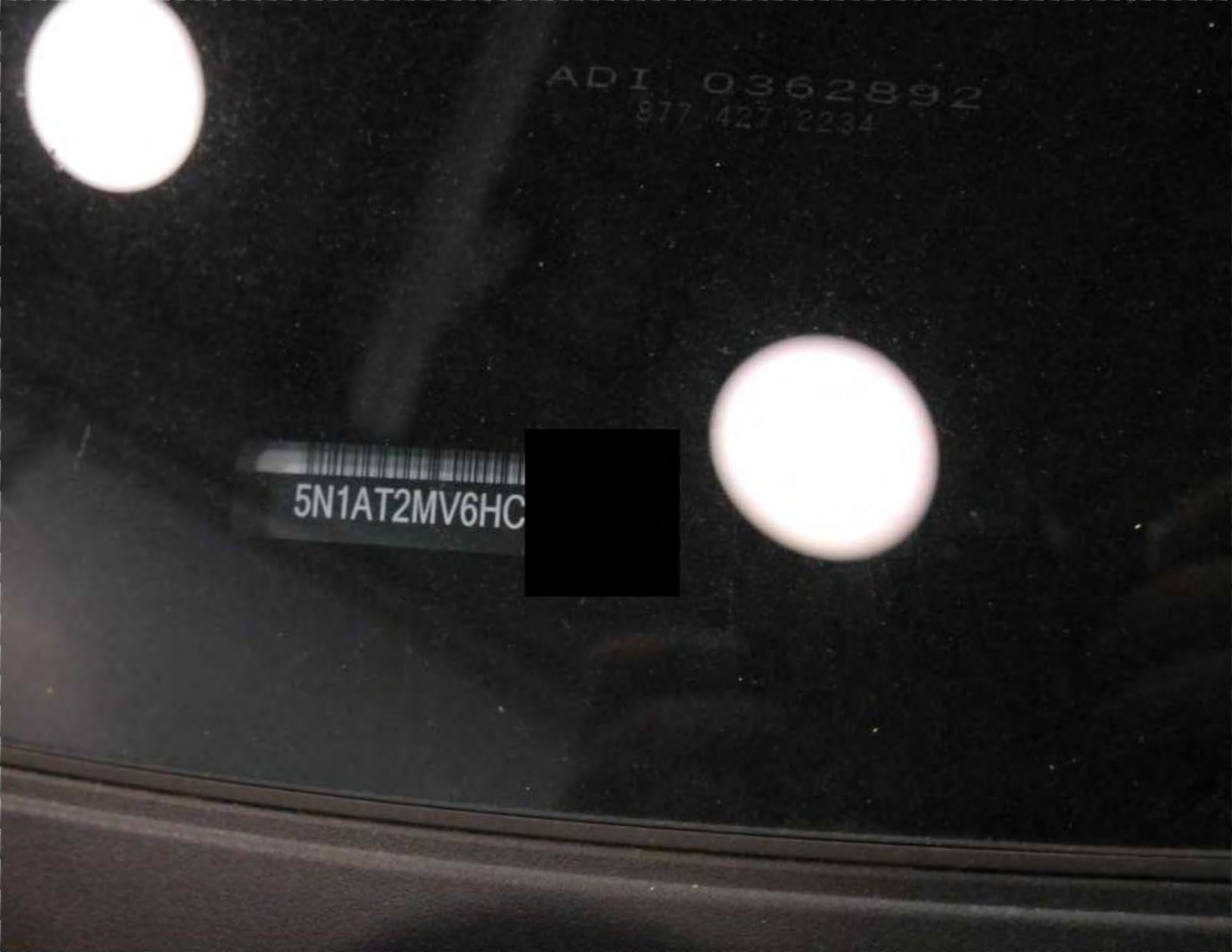
Lock Fields & Save Form for Submission — Save form with locked fields for submission. Print form to Primo PDF or Adobe PDF to save.


11:50 AM
72 °F
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(SVC - Dispatching [redacted] - ERA IGNITE
Functions File Subscreens Tools Display Reports Print System Tools Go To
My Procedures
My Reports/Inquiries
My RMI Favorites
Configure My RMI Favorites
Dispatching - Dispatcher# ALL
Tag Information
Tag [redacted] Priority 1 Odometer 6000 Dispatcher 2
Promise Date/Time 05/08/18 10:30 AM Estimated $ 0.01
Memo Actual $ 73.32
Status
Last Status Change
Hold Time Left Actual Date Total Hold
Comments
RO AP... SPG Rep... Status Dept Od...
[redacted] SVC
Jobs
RO# Job Operation Description Instruct... Dispatcher Pr... Job Status Tech#
[redacted] 01 [redacted] BRAKE CONCE 2 50
02 VEHICLE INS 2 50
Complaint CUSTOMER REPORTS UNWANTED FORWARD EMERGENCY BRAKING. CUSTOMER REPOR
Note
Mayday
RO# [redacted] Tag# [redacted]
Ph# [redacted]
VIN [redacted]
St SCHEDULING
17 NISSAN ROGUE GUN MET 4D SUV 2017.5 AWD SV
Advisor (338) JAMES FERN
Time In 05/08/18 8:28AM
Dept SERVICE
F1 Help
F4 Get Technician
F5 Odometer Out
F6 SPG
F11 Edit Job
F12 Refresh
F10/Alt/Dn=Subscreens Ctrl=Actions
Record Viewed [redacted] COLE
Type here to search

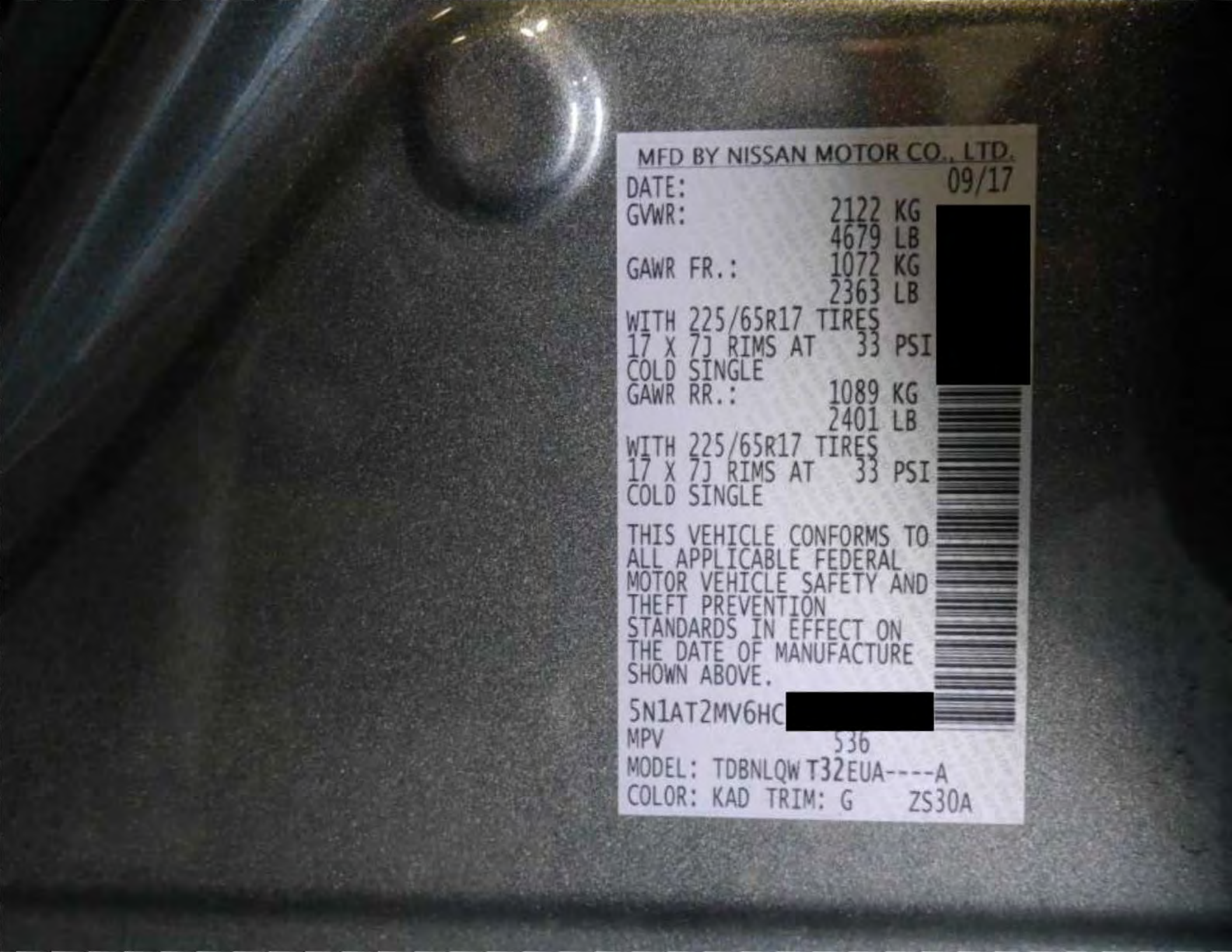



10:15 AM
6656miles
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ADI 0362892
877 427 2234
5N1AT2MV6HC


NEW YORK
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NYMA
5N1AT2MV6HC[redacted]
2017 NISSA SUBN
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10/08/19
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19
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VEHICLE REGISTRATION


[redacted]
NEW YORK STATE
SAFETY
INSPECTION
CERTIFICATE
T
2018
JAN
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MAR
APR
MAY
JUN
JUL
AUG
SEP
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.
5N1AT2MV6HC
MPV 536
MODEL: TDBNLQW T32EUA----A
COLOR: KAD TRIM: G ZS30A


NISSAN








NISSAN
ROGUE
SV AWD












NISSAN


NISSAN


NISSAN










NISSAN




Mac Tools
Tech Series
MAC


ROGUE




ROGUE












ROGUE










Mac Tools
Tech Series
60


ROGUE


























10:24 AM
59°F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
P
ECO
146
6656 miles
RPMx1000
MPH


10:24 AM
59 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
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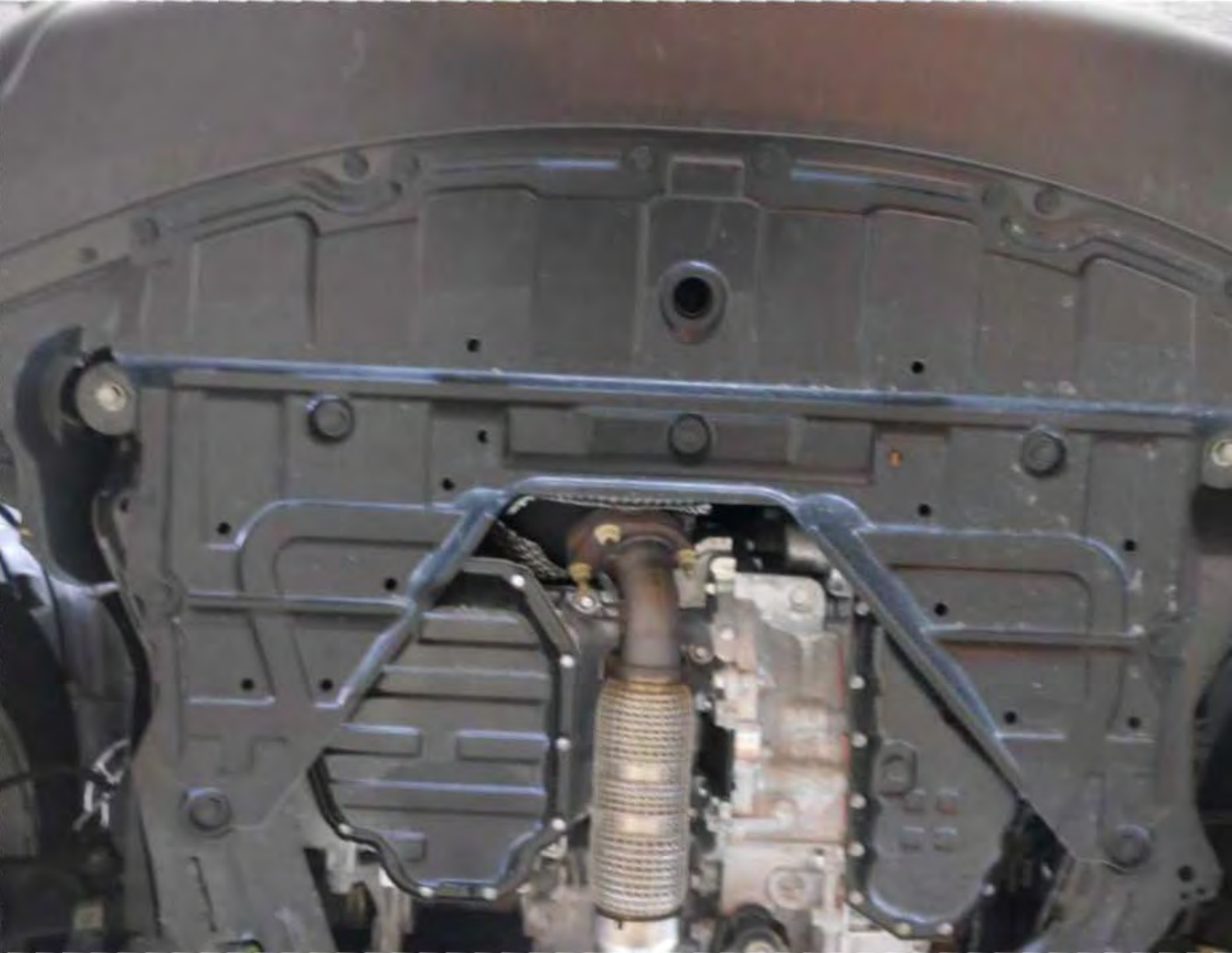

10:24 AM
59°F
Chassis Control
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Mac Tools


Mac Tools
Tech Series



Search

Samaritan Potter Help & Training

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

Vehicle
5N1AT2MV6HC[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [3] | Cases [2] | Service History [19] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [3]

Vehicle Detail

VIN	5N1AT2MV6HC[redacted]		
Last Modified By	NNAETL, 5/9/2018 9:03 PM	Branded Title	
Created By	NNAETL, 9/16/2017 6:58 PM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	5,000	MSRP	$28,505
Latest Recorded Mileage Units	M		
In Service Date	10/9/2017		

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	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), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2-PIECE FRONT AND), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brand
1	BASIC COVERAGE	10/9/2020	36,000				
2	POWERTRAIN COVERAGE	10/9/2022	60,000				
3	SEAT BELT	10/9/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	10/9/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	10/9/2025	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]	SMITHTOWN NISSAN	NMAC lease	ROGUE	10/9/2017	

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]
	[redacted]
	[redacted]

Cases

Print Cases

Cases Help

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
| Edit | Cls	[redacted]	CA	[redacted]	3/10/2018 12:16 PM		5,000	Open	0	Alex Kang
| Edit | Cls	[redacted]	CA	[redacted]	11/2/2017 5:27 PM	12/14/2017 3:02 PM	865	Closed	0	DeHenry Kidd

Service History

Service History Help

Action	SRH Number	PNC Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	SRH-[redacted]	NO DEFECT FOUND	FW	2/26/2018	4,347	[redacted]	2691	[redacted]	1
	SRH-[redacted]		I	2/23/2018	4,347		2691		
	SRH-[redacted]		I	2/23/2018	4,347		2691		
	SRH-[redacted]		W	2/23/2018	4,347		2691		
	SRH-[redacted]	NO DEFECT FOUND	FW	11/7/2017	863		2691		1
	SRH-[redacted]		PD	9/29/2017	2	NP SMITHTOWN NISSAN INC	2691		1
	SRH-[redacted]		I	11/2/2017	865	[redacted]	2691		
	SRH-[redacted]		W	11/2/2017	865		2691		
	SRH-[redacted]		I	10/10/2017	6		2691		
	SRH-[redacted]		W	9/28/2017	2		2691		
	SRH-[redacted]		C	4/13/2018	5,952		2691		
	SRH-[redacted]		C	4/13/2018	5,952		2691		
	SRH-[redacted]		I	12/7/2017	1,875		2691		
	SRH-[redacted]		W	12/7/2017	1,875		2691		
	SRH-[redacted]		I	12/7/2017	1,875		2691		
	SRH-[redacted]	NO DEFECT FOUND	FW	12/7/2017	1,875		2691		2
	SRH-[redacted]			5/7/2018	6,665		2691		
	SRH-[redacted]		I	5/8/2018	6,665		2691		
	SRH-[redacted]		W	5/8/2018	6,665		2691		

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
9/16/2017 6:58 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	11/15/2017	[redacted]	[redacted]	[redacted]	NER	12/4/2017 10:00 AM	12/8/2017 5:40 AM
Edit	[redacted]	No Show	4/9/2018	[redacted]	[redacted]	[redacted]	NER	4/13/2018 10:00 AM	4/22/2018 11:21 AM
Edit	[redacted]	Completed	4/23/2018	[redacted]	[redacted]	[redacted]	NER	5/8/2018 10:00 AM	5/8/2018 11:55 PM

^ Back To Top

Always show me fewer / more records per related list

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PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2

DOCUMENTS

FIELD REPORTS



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

CDR File Information

User Entered VIN	JN8AT2MV9HW[redacted]
User	Nicholas Flamini
Case Number	[redacted]
EDR Data Imaging Date	04/27/2018
Crash Date	
Filename	JN8AT2MV9HW[redacted] ACM.CDRX
Saved on	Friday, April 27 2018 at 11:20:35
Imaged with CDR version	Crash Data Retrieval Tool 17.5.1
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.5.1
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

2017.5 Rogue SL
Michael Burke
Claimed unexpected FEB operation.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r005

DTCs at Time of Retrieval

None

Hexadecimal Data

```
DID    Data

2001  00 02 1C 00 00 00 00 00 00 00 00 00 00 00 00 00
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      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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2003  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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2019  00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01
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201A  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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201B  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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201C  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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201D  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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201E  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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201F  7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
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      59 02 09


      59 0F 08
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Disclaimer of Liability

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

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV9HW[redacted]

Supplements

Check all of the supplements that apply:

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

I. CLAIMANT

Claimant Name	[redacted]	DOB	[redacted]	Day Phone	[redacted]
Address	[redacted]			Eve. Phone	Unknown.
City	Camden	State	NJ	Zip Code	[redacted]
Country	United States				

☒ Driver Same as Claimant
☒ Owner Same as Claimant

Who notified NNA of incident? Claimant - Michael BURKE via tweet. CAR # [redacted]

If represented, claimant's attorney name, address, phone: Unknown at time of inspection.

II. Vehicle

Model Year	2017	Model Name	Rogue SL AWD	Mfg. Date	04/05/2017	VIN	JN8AT2MV9HW[redacted]
Mileage	14,605	License #	T88 JAW	State	NJ	Country	United States

Special equipment & accessories: B94 - Roof Rail Cross Bars. B93 - Chrome rear bumper protector. L92 - Floor mats. X03 - Platinum Reserve. K03 - Platinum Package. E10 - Premium Paint. P04 - Premium Package. B92 - Splash Guards. Aftermarket window tint. 25mm spacers installed between each wheel and brake rotor.

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: Michael Burke (Interviewed on 4/27/19)& IIR | Incident Date: 2/21/2018 | Time: 2:00 pm (EST)

Location of Incident (describe fully): Claimant not completely sure of exact location, however he traced his route that day and identified that the incident most likely happened on Delaware Route 141 - aka Newport Gap Pike, Wilmington, Delaware 19804. Claimant stated that he was traveling in a SE direction.

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

Vision obstruction (describe): None

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN8AT2MV9HW[redacted]

Temperature at time of incident	75F	Parking location prior to time of incident	810 Stanton Rd, Wilmington, DE.
Overnight temperature prior to incident	54F	Length of time parked	2 hours

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant)

Copied from the Salesforce case #[redacted] - IIR Probe.
Quick description or summary of incident:
The customer was driving through an intersection. The customer stated that the vehicle slammed on the brakes by itself. The customer stated that everything went red on the dash.

Detailed incident description:
Claimant stated it was cloudy and normal weather.
Claimant stated Claimant was going around 45mph.
Claimant stated no one in front of Claimant.
Claimant stated as Claimant was driving through an intersection it was in the middle of the intersection and made an audible beep.
Claimant stated Claimant saw flashing red on the dash, Claimant doesn't know which was flashing.
Claimant stated the vehicle slow down to 20mph and it was sudden.
Claimant stated Claimant didn't hit the brakes
Claimant stated Claimant kept driving through.
Claimant stated the road had a slight decline after the intersection than incline after the intersection.

Claimant statement made during IIR interview with DTS on 4/27 at Cherry Hill Nissan:
Claimant stated that he was traveling through a traffic light intersection at approximately 50mph when the claimant heard a beeping sound and something flash red on the instrument cluster.
Claimant stated that he felt the brakes apply aggressively and the vehicle speed reduced rapidly to 20mph.
The claimant stated that there were no other vehicles around him at the time and nothing in front of him.
The claimant stated that his first reaction was to release the accelerator when the incident happened and after a few seconds he reapplied the accelerator and the vehicle speed increased.
Claimant stated that there was a slight decline before the intersection and a slight incline after the intersection.
The claimant stated that he drove home after the incident and that the vehicle behaved normally without incident for the remainder of the journey.
The claimant stated that this unexpected FEB operation has happened one more time near his home, but the second incident was a much milder braking event.

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

Driver Action (braking, steering, etc.) Released the accelerator and then reapplied the accelerator. Steering was held straight.

Special Circumstances None identified by the claimant.

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV9HW[redacted]

Actions taken after incident and results of those actions	Claimant drive home.				
Vehicle Estimated Speed	50mph	Source	Claimant - Michael BURKE	Posted Speed Limit	55mph
Other Vehicle Estimated Speed	N/A	Source	N/A	Posted Speed Limit	N/A

Witness Present? ○ YES ◉ NO

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

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

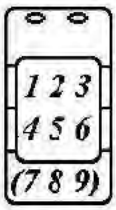
#	Allegation	Allegation made by
1	Unexpected FEB operation	Claimant - Michael BURKE

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant - Michael BURKE (Interviewed in person on 4/27/18 at Cherry Hill Nissan.

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



Occupant Name	[redacted]	DOB	02/07/1981	Height	6'
Address	1 Market St, Apt 250, Camden, NJ 08102			Weight	180lbs
Location	Incident Vehicle	Seating Position	1 - Driver		
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	None.				
Where, when, and by whom were the injuries treated?	N/A				

Add Occupant | Remove Occupant

☐ No Occupants Comments: Driver was the only occupant in the vehicle.

V. Other Property Damage

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV9HW[redacted]

☒ No Other Property Damage

Source of information: Claimant - [redacted]

VI. Investigation Results

Date of vehicle inspection: 04/27/2018

Location of inspection: Cherry Hill Nissan #2372

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

None.

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

Photos taken by: Nicholas Flamini # Photos: 113

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	The roof rack cross bars have been painted red. (Pic 37). There is window tint installed on all glass except the front windshield.
Engine/ Transmission/ Drivetrain	No notable observations made.
Underbody/ Suspension/ Steering/ Wheels & Tires	The vehicle has been fitted with 25mm spacers fitted between the wheels and the brake rotor. (Picture 97).
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No notable observations made.
Seat Belts/ Child Restraints (if applicable)	No abnormalities of the vehicles seat belts were noted.
Air Bags	No abnormalities of the SRS system were noted.

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

A vehicle test drive was conducted on 4/27 for a distance of 26 miles at varying engine and road speeds. During the test drive the ICC system was turned on and set to 45mph. With the ICC system active and set it identified vehicles in front of the radar sensor unit, displaying a car icon in the ADAD and slowed the vehicle down to maintain a following distance. During the test drive on multiple occasions with the ICC system active and set it reduced vehicle speed to a complete stop in response to the vehicle in front stopping.

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV9HW[redacted]

#	Allegation	Factual Findings
1	Unexpected FEB operation	The ADAS control unit has no history for 'FEB operation mileage'. The camera and radar sensor unit have no physical damage and their respective electrical connectors are firmly seated into the modules. On the day of the vehicle inspection there was no obstructions to the camera or radar sensor unit. During a 26 mile road test there was no duplication of the unexpected FEB operation. Laser/Radar C1A16-97 - Radar stain diagnostic trouble code is set in past.

Add Row | Remove Row

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

Reporter's Signature *Nicholas Flamini*

Reporter's Name & Region Nicholas Flamini NER

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV9HW[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	No additional comments.

II. Diagnostic Download and EDR Data

Instructions:

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

	Yes	No	Comments
Full diagnostic download included in report?	◉	○	Consult III+ All Self Diagnosis screen images attached to IIR.

Incident Investigation

CAR # [redacted]
Claimant
VIN JN8AT2MV9HW[redacted]

	Yes	No	Comments
EDR download included in report?	◉	○	A no event CDR report is attached to the IIR.

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	Picture 41.
○	◉	Physical damage to camera? (ie. cracks)	Pictures 75 & 78.
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Pictures 34 & 35.
○	◉	Physical damage to radar sensor units? (ie. cracks)	Pictures 91 & 96.
○	◉	Electrical connection to radar module firmly seated?	Picture 92.
○	◉	Electrical connection to camera module firmly seated?	Picture 76.
○	○		

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 [23] | Case Categorizations [0] | Open Activities [2] | Activity History [1] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [23] | Emails [0]

Case Detail

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

Account Name	[redacted]	Case Number	[redacted]
Contact Email	[redacted]	Case Owner	Alex Kang [Change]
Home Phone	[redacted]	Status	Open
Executive Referral		Type	Social-USA
Exec-Received-Date		Case Origin	Twitter
Letter Sent Date		Date/Time Opened	2/22/2018 7:35 AM
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		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	JN8AT2MV9HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	Nissan	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29617	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	CHERRY HILL NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	
Shared With		Requested Dealer Action	

Related Items

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

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

Primary & Secondary Root Cause Code

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

Action Code

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

DTS Request

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV9HV[redacted]		
Created By	Sprinklr, 2/22/2018 7:35 AM	Root Cause Code	
Last Modified By	NNAETL, 5/4/2018 9:03 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By: Alex Kang (5/4/2018 8:42 AM)** ARBS notating DTS-Nick Flamini has uploaded inspection report on FTP on 5/3/18. ARBS moving case out for PL resolution.
		Created By: Alex Kang (4/26/2018 8:21 AM) ARBS made outbound call at[redacted]
Make Public		ARBS stated ARBS wanted to give C a friendly reminder clal that the appointment has been set for tomorrow at 10 AM at Cherry Hill Nissan. C thanked ARBS. Call ended mutually.
		Created By: Kathryn Ludwikowski (4/13/2018 8:48 AM) SMS-KL documenting C's social media activity via Twitter.
Make Private	✓	***** C: @9to5mac @iPeterCao Yeah, thanks for nothing @NissanUSA. ☹ *****
		Created By: Alex Kang (4/5/2018 1:59 PM) ARBS made outbound call at[redacted]
Make Public		ARBS asked if April 27th at 10AM at Cherry Hill Nissan would work for C to bring in the vehicle C stated yes. ARBS stated ok, ARBS will notify the inspector regarding this. C stated there is nothing that anyone can do about the navigation unit. ARBS stated unfortunately, the inspector will only look at the FEB system. C stated C cares about the navi unit more than the FEB concern as it only happened once. C stated C did call Nissan about it and no one seems to care. ARBS apologized and stated the navigation system is from a third party vendor and there isn't much Nissan would be able to do. ARBS stated everything has been notated in C's case though. C stated ok. ARBS stated ARBS will give C a friendly reminder call on the 26th. C thanked ARBS. ARBS thanked C for C's time. Call ended mutually.
Make Public		**Created By: Alex Kang (4/2/2018 10:46 AM)** ARBS made outbound call a[redacted] ARBS left VXM providing case number, best contact information and requesting call back.
Make Public		**Created By: Alex Kang (4/2/2018 9:15 AM)** ARBS emailed DTS-Nick Flamini requesting next date and time for DTS appointment.
Make Public		**Created By: Alex Kang (3/26/2018 9:39 AM)** ARBS made outbound call at[redacted] ARBS left VXM providing case number, best contact information and requesting call back.

Make Public	**Created By: Alex Kang (3/26/2018 9:36 AM)** ARBS received inbound call from DTS-Nick Flamini. DTS-NF stated the customer is a no show. ARBS thanked DTS-NF. Call ended mutually.
Make Public	**Created By: Alex Kang (3/23/2018 10:29 AM)** ARBS made outbound call at[redacted] ARBS left VXM providing case number, best contact information and requesting call back.
Make Private	**Created By: John Michael Pahlavan (3/21/2018 4:56 PM)** SMS-JMP documenting C's social media activity via Facebook: ***** SMS: Michael, At this time, if you would like to speak with someone about your case, please contact a Specialist directly, using the number provided above. Thank you, Curtis *****
Make Private	**Created By: John Michael Pahlavan (3/21/2018 4:54 PM)** SMS-JMP documenting C's social media activity via Facebook: ***** C: Michael, At this time, if you would like to speak with someone about your case, please contact a Specialist directly, using the number provided above. Thank you, Curtis *****
Make Private	**Created By: John Michael Pahlavan (3/21/2018 4:49 PM)** SMS-JMP documenting C's social media activity via Facebook: ***** C: What do you mean they are working dilligently? They never followed up about the cruise control problem, as they said they would and no one was willing to help with the navigation issues. I was sent to three different people who all sent me to each other. It's a joke. This is my sixth Nissan/Infiniti and I've never had issues like this before. The navigation system is garbage and is completely ruining the experience of the car. *****
Make Private	**Created By: John Michael Pahlavan (3/21/2018 11:43 AM)** SMS-JMP documenting C's social media activity via Facebook: ***** C: You guys have been very little help. No follow up on promises made and now I'm having even more GPS problems, to which I was already passed around to 3 different people. No one there seems to care about anything and it's very disappointing, to say the least. Hello again Michael, We're sorry for your continued frustration and assure you that our team of Specialists are working diligently to resolve your concerns. Should you wish to speak with someone directly regarding your case, please don't hesitate to call the phone number listed above and be ready to reference your Thank you, Curtis *****
Make Private	**Created By: Lauren Bowling (3/20/2018 2:51 PM)** SMS-LB documenting C's social media activity via Facebook: ***** C: My last 6 cars have been @NissanUSA/@INFINITIUSA but I might be done. This POS Rogue stops on its own, and now the GPS says ok to a destination but does nothing. Nissan hasn't followed up about braking (SAFETY) issue and won't do anything about the GPS. Not who they used to be. *****
Make Public	**Created By: Alex Kang (3/2/2018 10:05 AM)** ARBS made outbound call to C at[redacted] ARBS stated DTS inspection has been made for 3/26 at 10 AM EST. ARBS stated DTS would also like to conduct a phone interview for C regarding the vehicle. ARBS stated it will come from a restricted number. ARBS asked if this was good for C. C stated yes ARBS asked what time would be a good time for the inspector to call C. C stated later this afternoon if inspector can. C stated later Monday afternoon. C stated around 3:00 PM EST. C stated this is the best contact number. ARBS stated ARBS will get in touch with the inspector and let the inspector know of the date and time. C thanked ARBS. ARBS thanked C for C's time. Call ended mutually.
	Created By: Alex Kang (2/27/2018 9:51 AM) | Last Modified By: Alex Kang (2/27/2018 9:51 AM) ARBS made outbound call to C at[redacted] ARBS asked if C has 15-20 minutes to speak about the case. ARBS proceeded with probing questions. ARBS asked for detail description on the incident. C stated it was cloudy and normal weather. C stated C was going around 45mph. C stated no one in front of C. C stated as C was driving through an intersection it was in the middle of the intersection and made an audible beep. C stated C saw flashing red on the dash, C doesn't know which was flashing. C stated the vehicle slow down to 20mph and it was sudden. C stated C didn't hit the brakes C stated C kept driving through.

C stated the road had a slight decline after the intersection than incline after the intersection.

ARBS stated ARBS will be sending out an inspector to look at the vehicle.
ARBS stated the vehicle would need to be brought to Cherry Hill Nissan.
ARBS stated ARBS will get back in touch with C once ARBS receives more information regarding the inspection date and time.

C asked if C has to bring it to the DLRSHp.

ARBS stated yes as the inspector can not come to C's house.

Make Public

C stated C has a problem with the navigation as well.
C stated it is very slow.
C stated it kind of ruins the experience, of owning an navigation system.
C stated if C goes to C's vehicle and C wants to go to the destination, but doesn't load the traffic.
C stated it has a limitation with Sirius.
C stated it doesn't really load it fast.
C stated can C use Apple Carplay?

ARBS stated ARBS would have to refer C to the Nissanconnect department as the department can assist C with getting everything set up.

C stated ok
C thanked ARBS.

ARBS thanked C for C's time.

Call ended mutually.

Make Public

Created By: Alex Kang (2/26/2018 7:41 AM)
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Make Public

Created By: DeHenry Kidd (2/23/2018 11:21 AM)
C alleged malfunction of the FEB system.

Created By: Andario Howard (2/22/2018 3:48 PM)
Initial Call to Customer:

RCAS-AH VERIFIED C's name, mailing address, e-mail, phone #, vehicle
RCAS-AH CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found:0
RCAS-AH ADVISED "This call may be recorded for quality and training purposes."

RCAS-AH placed outbound call to C at [redacted]
RCAS-AH stated that RCAS-AH is Customer's Regional Consumer Affairs Case Manager and in short, that means that RCAS-AH is C's point of contact with Nissan Corporate regarding Customer's concerns or questions with vehicle or DLR
C stated that it happened one time on 40 mph road.
C stated C everything went red on dash

Make Private ✓

C stated the VEH braked by itself.
C stated concern lasted for a few seconds and the VEH has been operating normal since then.
RCAS-AH apologized for C's experience.
RCAS-AH asked C the info to complete IIR form.

C stated C is not too worried about this concern at the moment.
C stated C has had 7 Nissan/Infinities.
C stated the one concern C is having is that GPS is awful.
C stated that GPS doesn't work correctly.
C stated that C has to use a separate service in order to Sirius XM
C stated C is frustrated with this
C inquired if there was any way that C can get an updated software.
RCAS-AH advised that someone will be in touch with C no later than 3 business days to further address C's concerns.
C understood.
Call ended mutually.

Created By: Carrie Featherstone (2/22/2018 9:50 AM)
SMS-CF documenting C's Twitter DM:
*****

Make Private ✓

C: Ok, thanks.

****

Created By: Lauren Bowling (2/22/2018 7:46 AM)

Make Private ✓

******SMS-LB DOCUMENTING C'S PREFERRED CONTACT NUMBER******

[redacted]

Created By: Lauren Bowling (2/22/2018 7:46 AM)

Make Private ✓

********** SMS-LB ESCALATING CASE TO RCAS **********
SMS-LB advising C that concerns have been documented and case has been created.
SMS-LB requesting that RCAS contact C no later than COB 2/23/2018.
SMS-LB providing C with 800 number and case number for reference.

Created By: Lauren Bowling (2/22/2018 7:44 AM)
SMS-LB documenting C's social media activity via Twitter:

*****

C: Apparently my @NissanUSA Rogue saw a ghost car or something. Driving through an intersection, it freaked out (red on dash, audible warning) then it slammed the brakes on its own. If a car was close behind, definitely would have been an accident. Thanks, Nissan. ☺

SMS: Hello, [redacted] We would appreciate the opportunity to forward your concerns along to a Specialist to have your experience properly reviewed & addressed. Please DM us your VIN, the name on your Rogue's registration, your phone number & name of servicing Nissan dealer. Thank you.

C: Hi. It's a 2017 Rogue SL AWD. vin: JN8AT2MV9HW[redacted]. Under my name -[redacted]. Got it from Cherry Hill Nissan.

Make Private ✓

C: And my number is[redacted]

SMS: Hello Michael,

Thank you for sending us this information, as it allowed us to create Consumer Affairs Case[redacted]. A Specialist will be in touch with you by the close of business tomorrow, Feb. 23, to further discuss your experience, and we have made sure to update your case with our Twitter conversation for the Specialist's review. If wish to speak with someone sooner, you may do so by calling 1-800-NISSAN-1, Monday through Friday between 7 a.m. to 10 p.m. or on Saturday from 7 a.m. to 5 p.m. CT. Be sure to reference your VIN upon calling.

Warm regards,
Alex

*****

Case Categorizations New Case Categorization Case Categorizations Help

No records to display

Open Activities

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

Action	Subject	Status	Due Date	Type	Action Taken	Name	Assigned To	Last Modified Date/Time	Last Modified By Alias
Edit | Cls	IIR	Not Started	2/27/2018			[redacted]	Alex Kang	2/23/2018 11:22 AM	ARBS-DK
Edit | Cls	DTS Follow Up [redacted]: CHERRY HILL NISSAN	Not Started	3/1/2018				Alex Kang	2/27/2018 9:56 AM	ARBS-AK

Activity History

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

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Request [redacted] CHERRY HILL NISSAN			3/1/2018	Nicholas Flamini		Complete	2/27/2018 7:12 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	Andario Howard, 2/22/2018 3:42 PM	2/22/2018			JN8AT2MV9HW[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 9:00 AM	[redacted]	[redacted]	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
5/4/2018 8:42 AM	Alex Kang	Changed **Follow Up Date** from 5/4/2018 to **5/17/2018**.
4/26/2018 8:21 AM	Alex Kang	Changed **Follow Up Date** from 4/26/2018 to **5/4/2018**.
4/5/2018 2:35 PM	Alex Kang	Changed **Follow Up Date** from 4/5/2018 to **4/26/2018**.
4/2/2018 10:47 AM	Alex Kang	Changed **Follow Up Date** from 4/2/2018 to **4/5/2018**.
3/23/2018 10:29 AM	Alex Kang	Changed **Follow Up Date** from 3/23/2018 to **4/2/2018**.
3/2/2018 10:07 AM	Alex Kang	Changed **Follow Up Date** from 3/2/2018 to **3/23/2018**.
2/27/2018 9:59 AM	Alex Kang	Changed **Follow Up Date** from 2/27/2018 to **3/2/2018**.
2/23/2018 11:22 AM	DeHenry Kidd	Changed **Case Owner** from Andario Howard to **Alex Kang**.
2/23/2018 11:21 AM	DeHenry Kidd	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AT2MV9HW[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MV9HW**[redacted]
		Changed **Follow Up Date** from 2/23/2018 to **2/27/2018**.
		Changed **Description**.
2/22/2018 3:23 PM	Andario Howard	Changed **DRT Support Status** to **Pending**.
2/22/2018 12:19 PM	Andario Howard	Changed **Follow Up Date** from 2/22/2018 to **2/23/2018**.
2/22/2018 10:59 AM	Andario Howard	Changed **Subject** from SOCIAL: Product CUSTOMER: [redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MV9HW**[redacted].
2/22/2018 7:50 AM	Lauren Bowling	Changed **Escalated By ID** to [redacted]
		Changed **Case Owner** from Social Media CRM Team to **Andario Howard**.
2/22/2018 7:45 AM	Lauren Bowling	Changed **Case Owner** from Managed Services to **Social Media CRM Team**.
2/22/2018 7:45 AM	Lauren Bowling	Changed **Case Servicing Dealer** to **CHERRY HILL NISSAN**.
		Changed **Vehicle** to **JN8AT2MV9HW**[redacted]
2/22/2018 7:36 AM	Sprinklr	Changed **Subject** to **SOCIAL: Product CUSTOMER:** [redacted].
		Changed **Owner (Assignment)** from Sprinklr to **Managed Services**.
		Changed **Account Name** to [redacted].
		Created.



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JN8AT2MV9HW


JN8AT2MV9HW


MFD BY NISSAN MOTOR CO.,LTD.
DATE 4/17
GVWR/PNBV 4679 LBS.
GAWR/PNBE FR. 2363 LBS.
WITH 225/55R19 TIRES,
19×7J RIMS.AT 33 PSI
COLD SINGLE.
GAWR/PNBE RR. 2401 LBS.
WITH 225/55R19 TIRES,
19×7J RIMS.AT 33 PSI
COLD SINGLE.
THIS VEHICLE CONFORMS
TO ALL APPLICABLE FED-
ERAL MOTOR VEHICLE SA-
FETY AND THEFT PREVEN-
TION STANDARDS IN EFF-
ECT ON THE DATE OF MA-
NUFACTURE SHOWN ABOVE.
VIN: JN8AT2MV9HW
TYPE: MPV
COLOR TRIM TRANS
EBB Z RE0F10D
AXLE ENGINE
GS56 QR25(DE) 2488CC
JN8AT2MV9HW


11:39 AM
56 °F
Maintenance
Oil and Filter
P
237
14605 miles
RPM x1000
MPH
km/h
C
H
1/2


ABS
BRAKE
MPH
km/h


RPM x1000
ABS
BRAKE
MPH
km/h


Cheary Hill
NISSAN
NISSAN


NISSAN




NISSAN














ROGUE


ROGUE


NISSAN
ROGUE
SL AWD


NISSAN
ROGUE
SL AWD


NISSAN
ROGUE
SL AWD


NISSAN
ROGUE
SL AWD


































INSPECTION
Nº AB-
[redacted]
NISSAN
AGC AUTOMOTIVE
DOT-477 M4144 AS1
13 S
LAMISAFE
6 ..






NISSAN


NISSAN


NISSAN


























ROGUE




















ROGUE


NISSAN


BJ
DO NOT DROP


BJ
60 HOT DROP
DXL

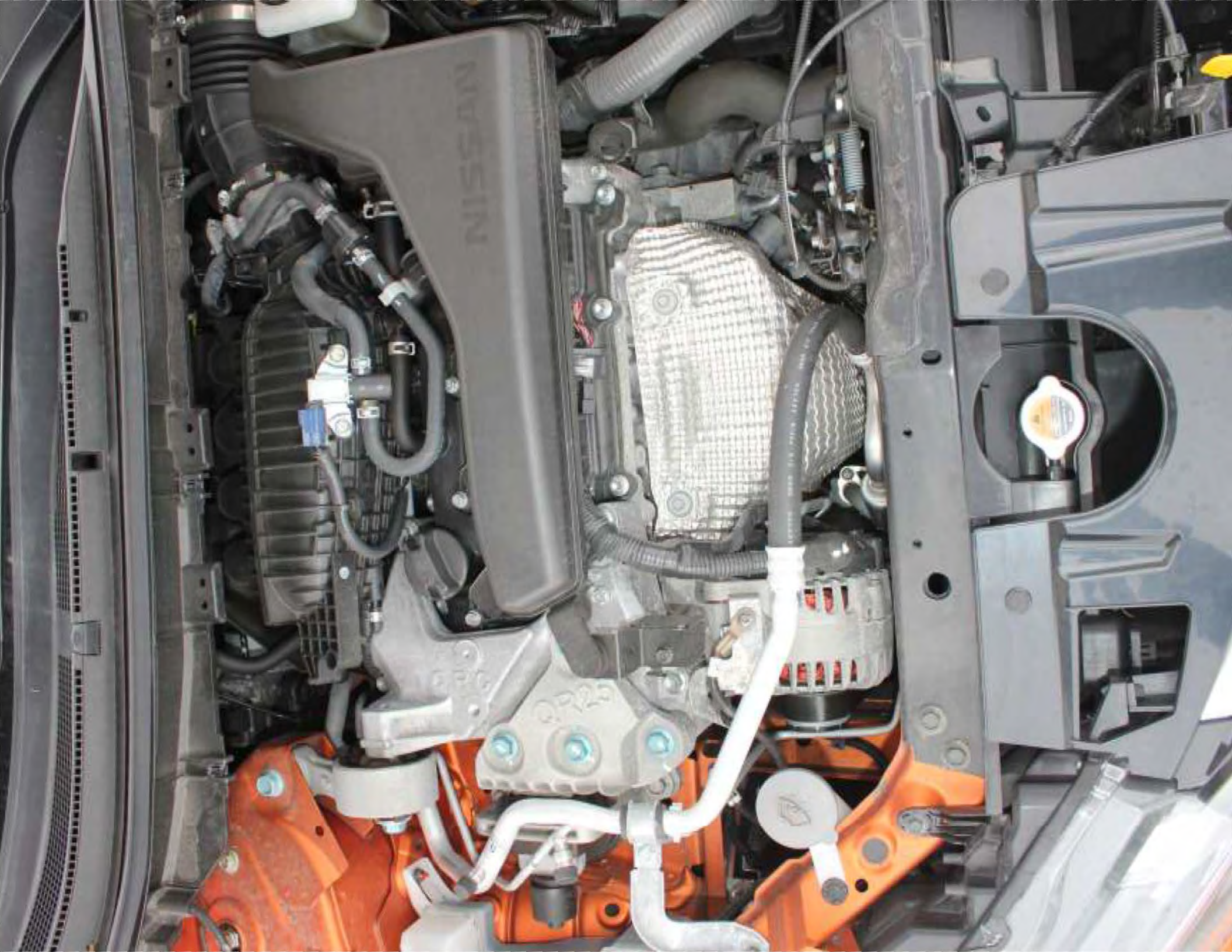
37

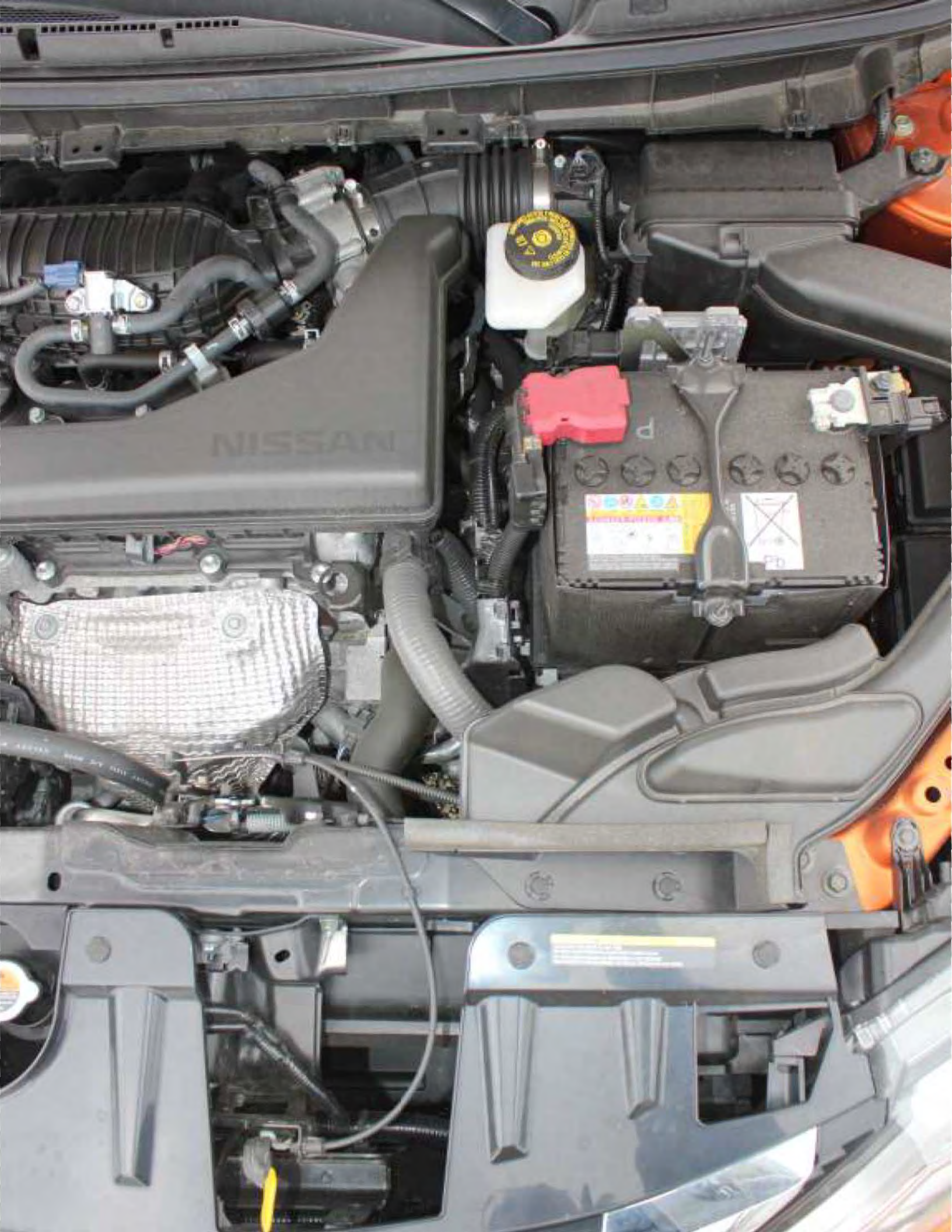

BJ
DO NOT DROP
DXL
284G3 6FL0B
1630701049DXL
234130-251
TRW
1025206
NISSAN


NISSAN






NISSAN


NISSAN

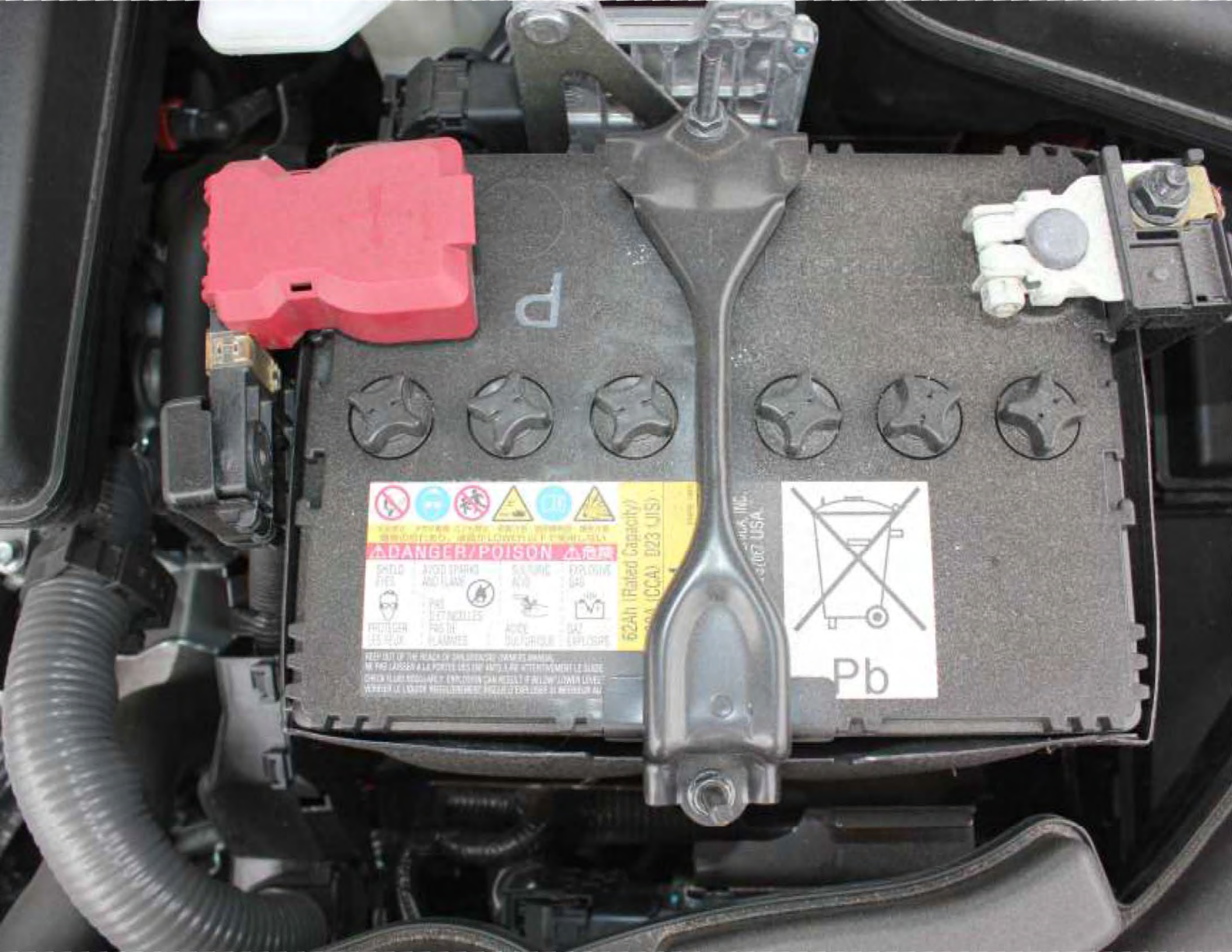











DANGER/POISON
62Ah (Rated Capacity)
Pb

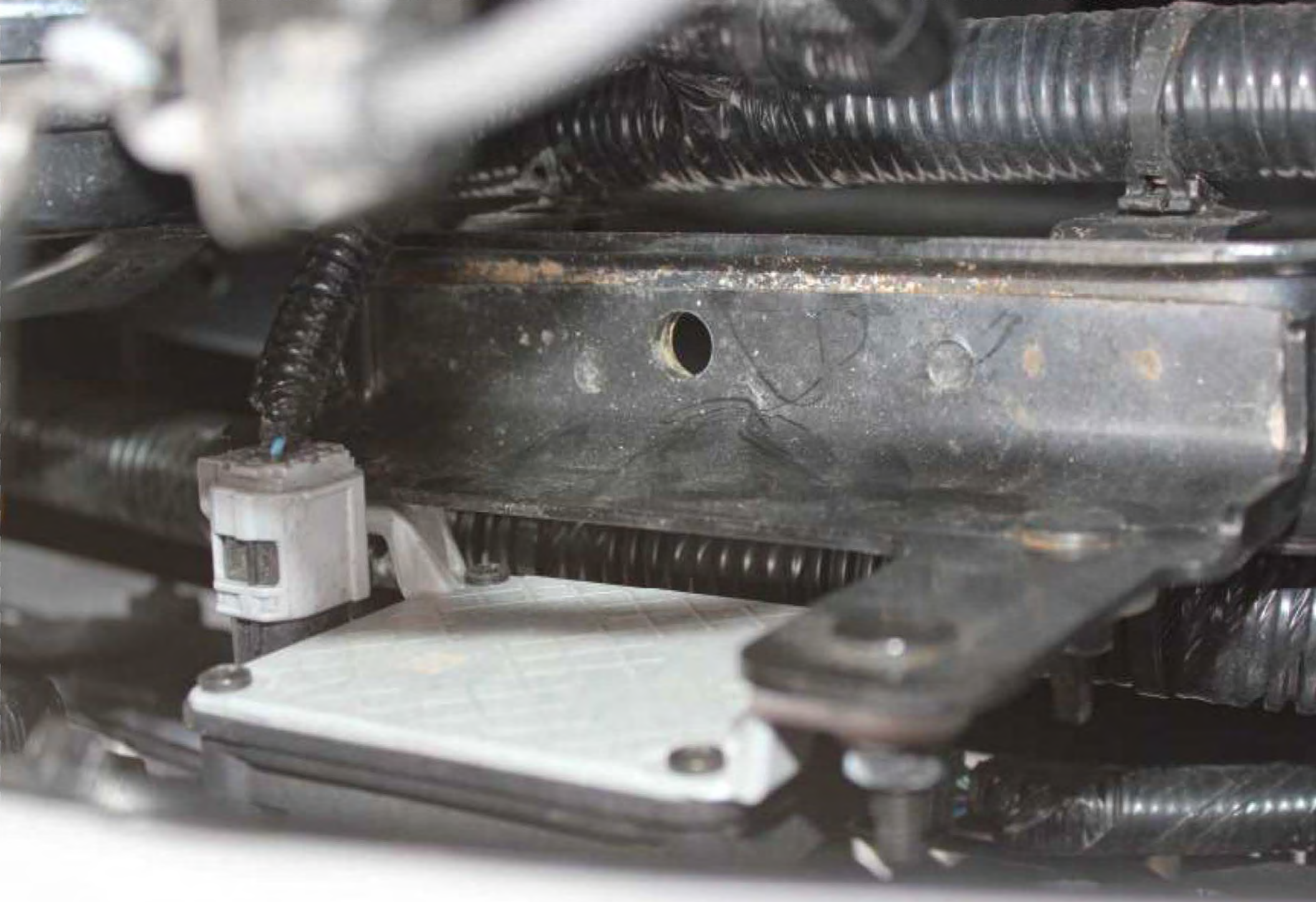







WARNING
AVERTISSEMENT






NISSAN





















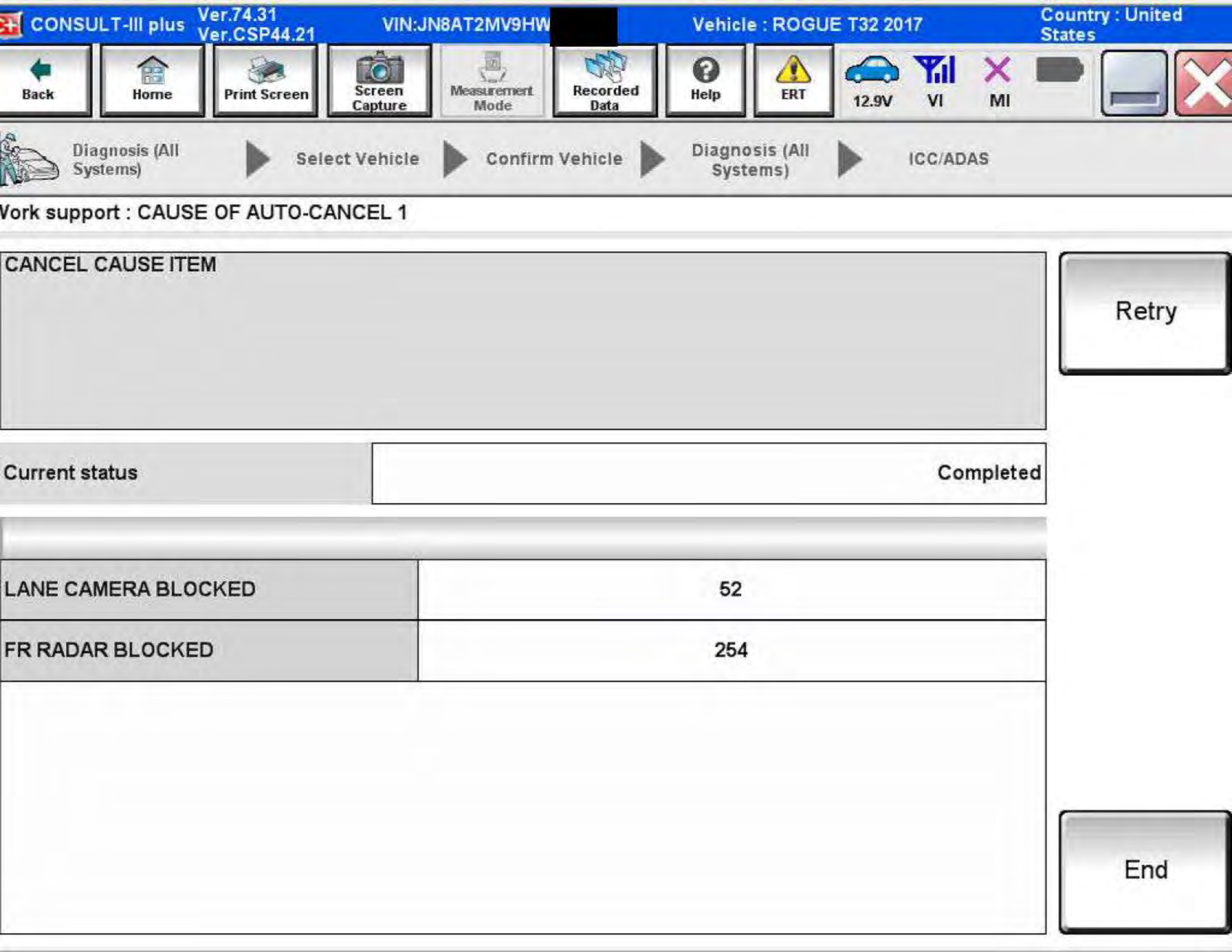


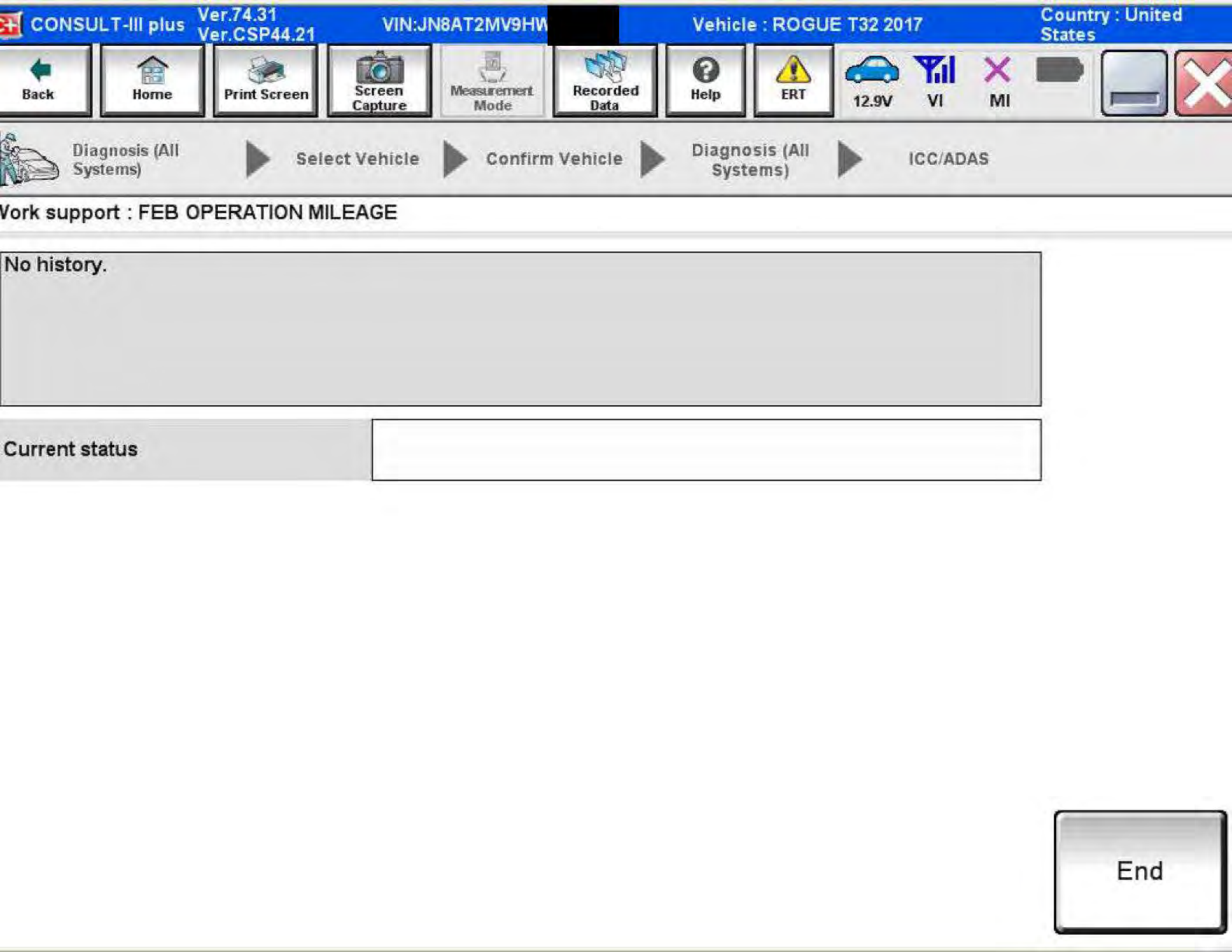


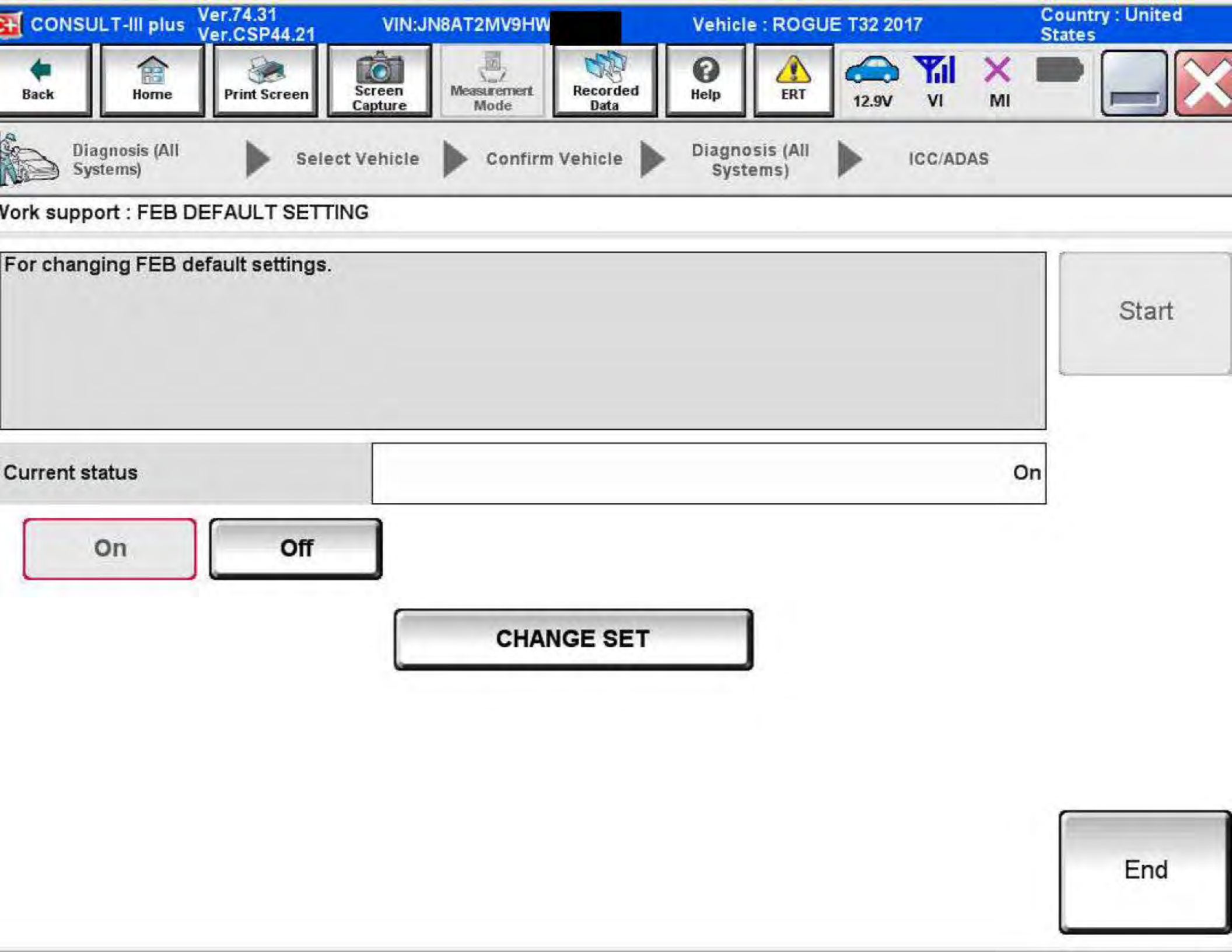


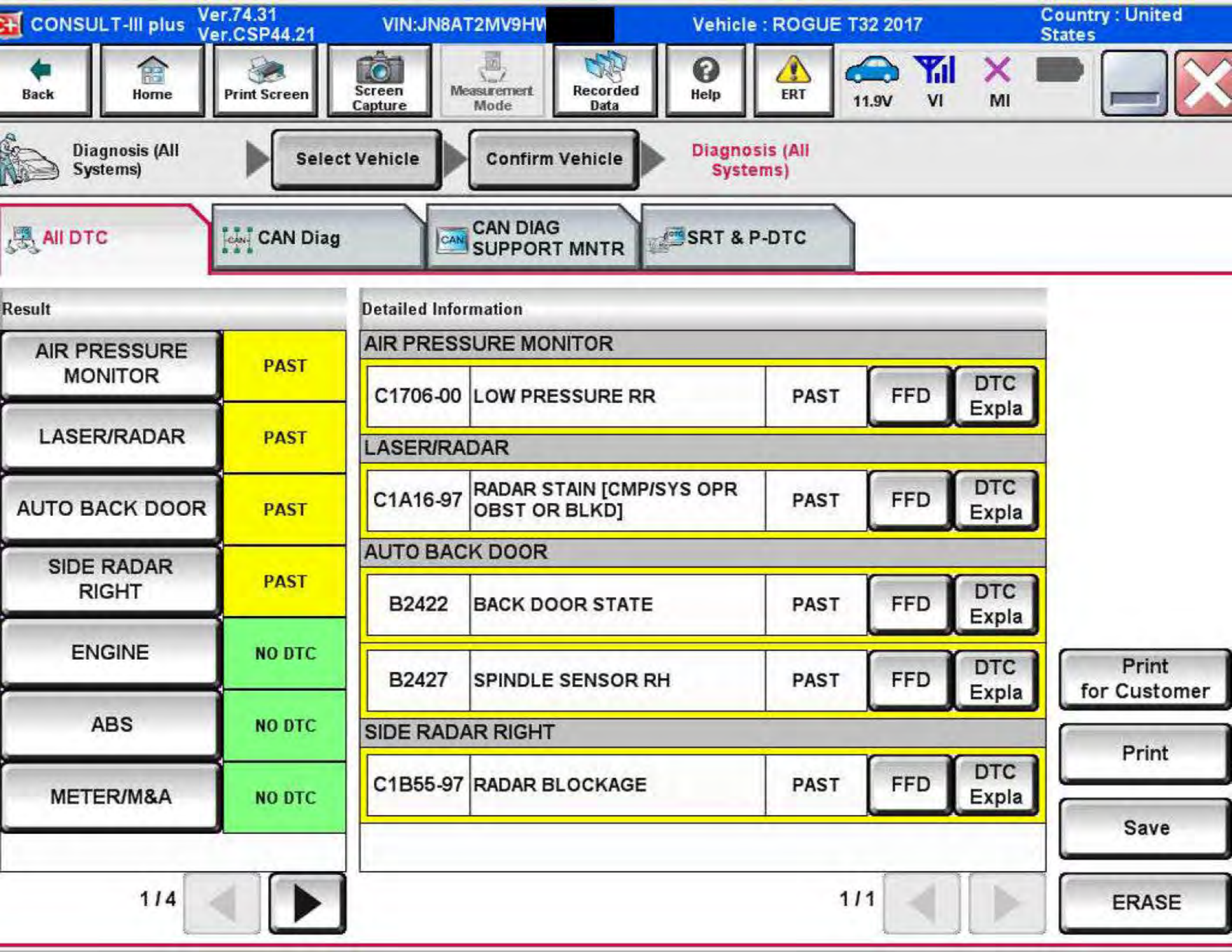


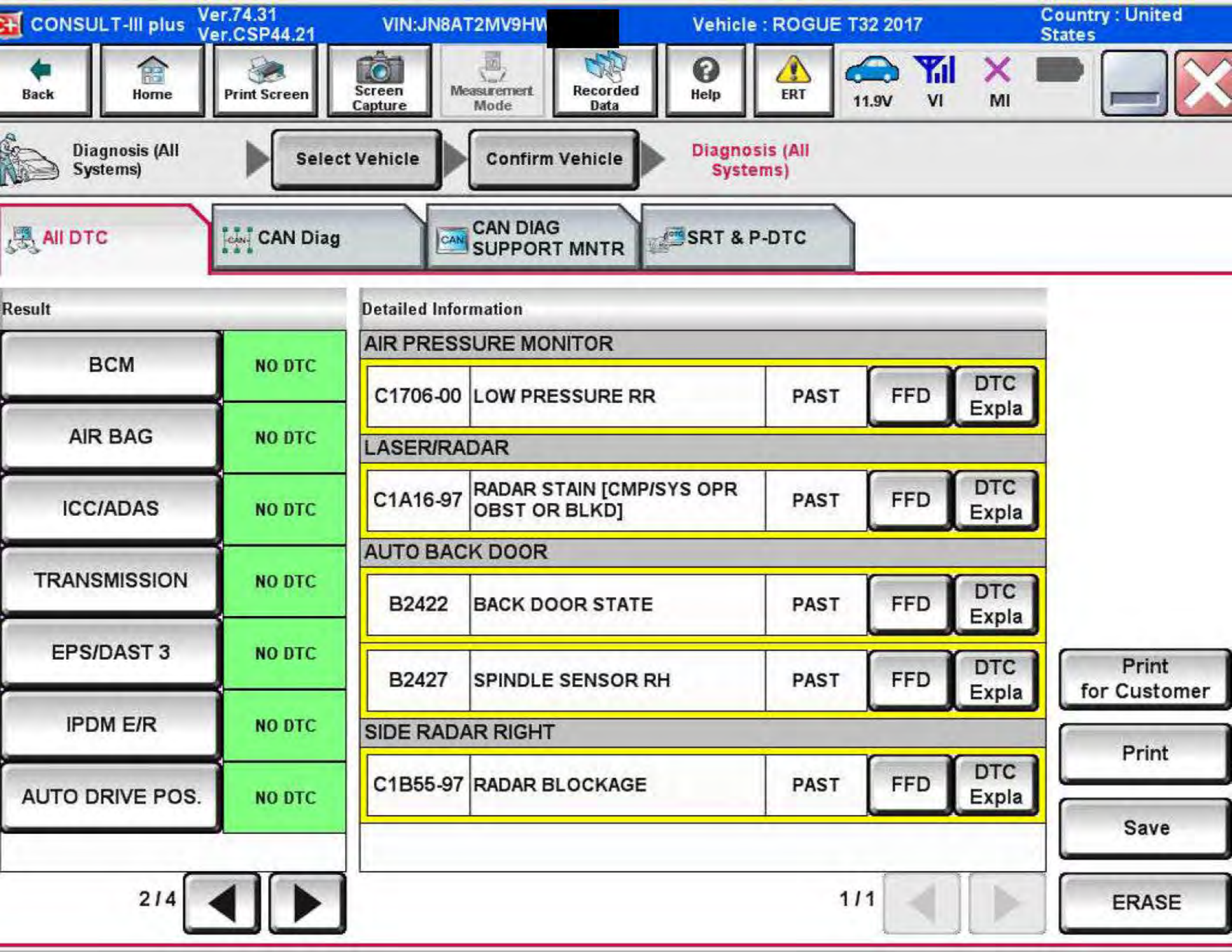


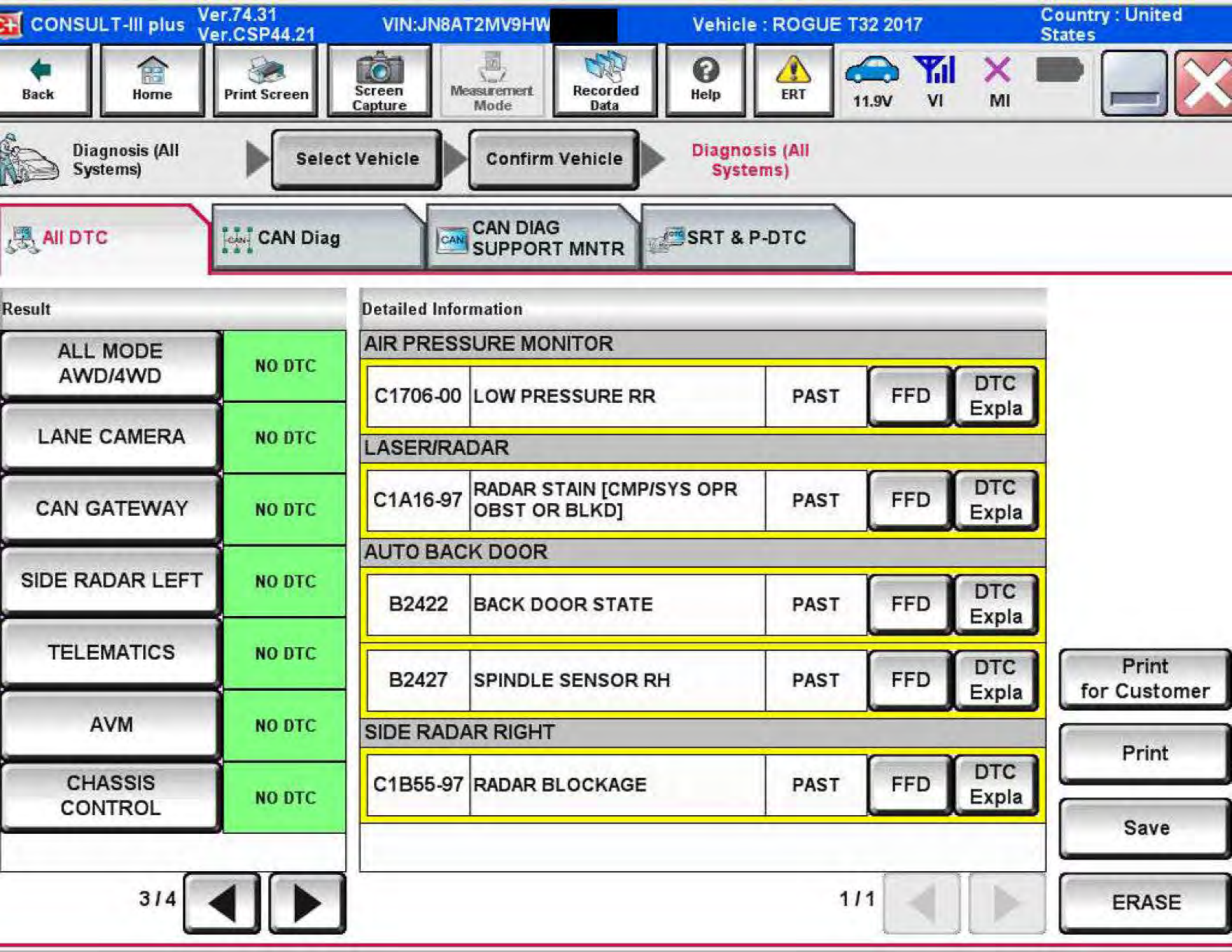

CONSULT-III plus
Ver.74.31
Ver.CSP44.21
VIN:JN8AT2MV9HW
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
LANE CAMERA BLOCKED
52
FR RADAR BLOCKED
254
End

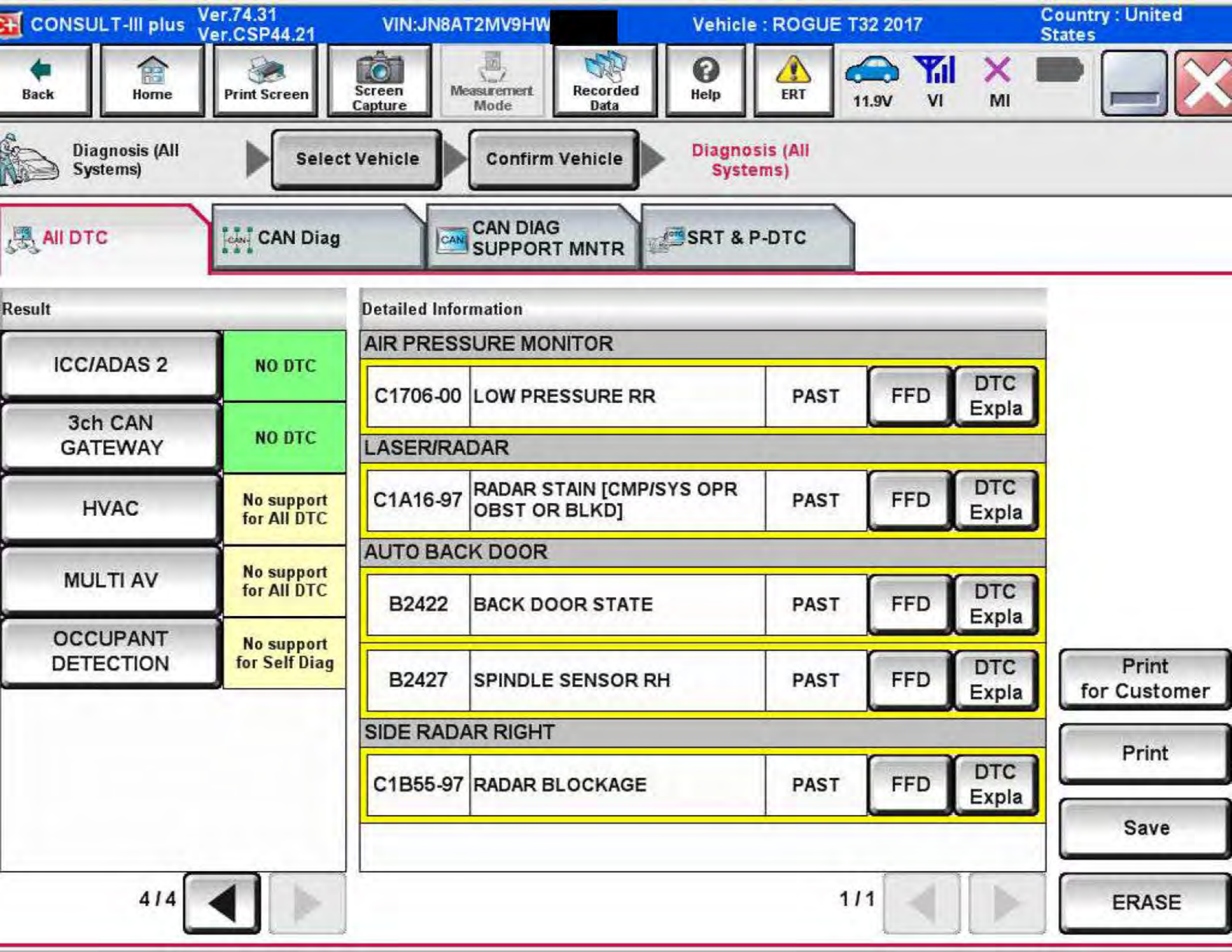

CONSULT-III plus
Ver.74.31
Ver.CSP44.21
VIN:JN8AT2MV9HW
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End


CONSULT-III plus
Ver.74.31
Ver.CSP44.21
VIN:JN8AT2MV9HW[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)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End


CONSULT-III plus
Ver.74.31
Ver.CSP44.21
VIN:JN8AT2MV9HW
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
AIR PRESSURE MONITOR
PAST
LASER/RADAR
PAST
AUTO BACK DOOR
PAST
SIDE RADAR RIGHT
PAST
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
1/4
Detailed Information
AIR PRESSURE MONITOR
C1706-00
LOW PRESSURE RR
PAST
FFD
DTC Expla
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Expla
AUTO BACK DOOR
B2422
BACK DOOR STATE
PAST
FFD
DTC Expla
B2427
SPINDLE SENSOR RH
PAST
FFD
DTC Expla
SIDE RADAR RIGHT
C1B55-97
RADAR BLOCKAGE
PAST
FFD
DTC Expla
1/1
Print for Customer
Print
Save
ERASE


CONSULT-III plus
Ver.74.31
Ver.CSP44.21
VIN:JN8AT2MV9HW
Vehicle : ROGUE T32 2017
Country : United States
Back
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Print Screen
Screen Capture
Measurement Mode
Recorded Data
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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
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
TRANSMISSION
NO DTC
EPS/DAST 3
NO DTC
IPDM E/R
NO DTC
AUTO DRIVE POS.
NO DTC
AIR PRESSURE MONITOR
C1706-00
LOW PRESSURE RR
PAST
FFD
DTC Expla
LASER/RADAR
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RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
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B2422
BACK DOOR STATE
PAST
FFD
DTC Expla
B2427
SPINDLE SENSOR RH
PAST
FFD
DTC Expla
SIDE RADAR RIGHT
C1B55-97
RADAR BLOCKAGE
PAST
FFD
DTC Expla
2 / 4
1 / 1
Print for Customer
Print
Save
ERASE


CONSULT-III plus
Ver.74.31
Ver.CSP44.21
VIN:JN8AT2MV9HW[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
ALL MODE AWD/4WD
NO DTC
LANE CAMERA
NO DTC
CAN GATEWAY
NO DTC
SIDE RADAR LEFT
NO DTC
TELEMATICS
NO DTC
AVM
NO DTC
CHASSIS CONTROL
NO DTC
AIR PRESSURE MONITOR
C1706-00
LOW PRESSURE RR
PAST
FFD
DTC Expla
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Expla
AUTO BACK DOOR
B2422
BACK DOOR STATE
PAST
FFD
DTC Expla
B2427
SPINDLE SENSOR RH
PAST
FFD
DTC Expla
SIDE RADAR RIGHT
C1B55-97
RADAR BLOCKAGE
PAST
FFD
DTC Expla
3 / 4
1 / 1
Print for Customer
Print
Save
ERASE


CONSULT-III plus
Ver.74.31
Ver.CSP44.21
VIN:JN8AT2MV9HW[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
ICC/ADAS 2
NO DTC
3ch CAN GATEWAY
NO DTC
HVAC
No support for All DTC
MULTI AV
No support for All DTC
OCCUPANT DETECTION
No support for Self Diag
4/4
Detailed Information
AIR PRESSURE MONITOR
C1706-00
LOW PRESSURE RR
PAST
FFD
DTC Expla
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Expla
AUTO BACK DOOR
B2422
BACK DOOR STATE
PAST
FFD
DTC Expla
B2427
SPINDLE SENSOR RH
PAST
FFD
DTC Expla
SIDE RADAR RIGHT
C1B55-97
RADAR BLOCKAGE
PAST
FFD
DTC Expla
1/1
Print for Customer
Print
Save
ERASE



Search

Samaritan Potter Help & Training

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

Vehicle
JN8AT2MV9HW[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [1] | Service History [8] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	JN8AT2MV9HW[redacted]		
Last Modified By	Carrie Featherstone, 5/2/2018 11:29 AM	Branded Title	
Created By	NNAETL, 5/20/2017 11:02 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	99	MSRP	$36,800
Latest Recorded Mileage Units	M		
In Service Date	7/10/2017		

Manufacturing Data

Make/Model	2017 Nissan ROGUE	Manufacturer Date	4/5/2017
Model Year	2017	Plant Name	KYUSHYU (NML)
Make	Nissan	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	29617	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	MONARCH ORANGE	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), B94 (ROOF RAIL CROSS BARS), C03 (50 STATE EMISSIONS), E10 (PREMIUM PAINT $), K03 (PLATINUM PACKAGE), L92 (FLOOR MATS (2-PIECE FRONT AND), P04 (SL PREMIUM PACKAGE), U35 (NAVIGATION MANUAL), X03 (PLATINUM RESERVE INTERIOR), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brand
1	BASIC COVERAGE	7/10/2020	36,000				
2	POWERTRAIN COVERAGE	7/10/2022	60,000				
3	SEAT BELT	7/10/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	7/10/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	7/10/2025	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]	CHERRY HILL NISSAN	NMAC lease	ROGUE	7/10/2017	

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]	Social-USA	[redacted]	2/22/2018 7:35 AM			Open	0	Alex Kang

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	6/6/2017	10	NP COLONIAL NISSAN	09071	[redacted]	1
	SRH[redacted]			5/18/2017	1	NP NP	2420	[redacted]	
	SRH[redacted]		I	7/13/2017	99		2372	[redacted]	
	SRH[redacted]		W	6/6/2017	10		09071	[redacted]	
	SRH[redacted]		I	6/6/2017	10		09071	[redacted]	
	SRH[redacted]		I	6/6/2017	10		09071	[redacted]	
	SRH[redacted]		I	4/26/2018	14,631	[redacted]	2372	[redacted]	
	SRH[redacted]		C	4/26/2018	14,631	[redacted]	2372	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
5/20/2017 11:02 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspections Help

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	3/2/2018	[redacted]	[redacted]	[redacted]	NER	4/27/2018 9:00 AM	5/3/2018 8:42 AM

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SYSTEM	PART NUMBER	DTC	Detailed Information	TIME
AIR PRESSURE MONITOR	284B24BAA0	C1706-00	LOW PRESSURE RR	PAST
LASER/RADAR	284385FA1A	C1A16-97	RADAR STAIN [CMP/SYS OPR OBST OR BLKD]	PAST
AUTO BACK DOOR	284G4-4BA3A	B2422	BACK DOOR STATE	PAST
AUTO BACK DOOR	284G4-4BA3A	B2427	SPINDLE SENSOR RH	PAST
SIDE RADAR RIGHT	284K0-6FL0A	C1B55-97	RADAR BLOCKAGE	PAST
ENGINE	23710-7FR6A	No DTC		
ABS	47660-6FM9C	No DTC		
METER/M&A	24810-7FR0A	No DTC		
BCM	284B24BA6A	No DTC		
AIR BAG	98820-6FL0A	No DTC		
ICC/ADAS	284E7-6FL1B	No DTC		
TRANSMISSION	31036-5HK1B	No DTC		
EPS/DAST 3	28504-6FL5A	No DTC		
IPDM E/R	284B7-5NA0B	No DTC		
AUTO DRIVE POS.	28565-6FL0B	No DTC		
ALL MODE AWD/4WD	41650-4BA3A	No DTC		
LANE CAMERA	284G36FL0B	No DTC		
CAN GATEWAY	284D24BA0A	No DTC		
SIDE RADAR LEFT	284K1-6FL0A	No DTC		
TELEMATICS	28275-5AA2B	No DTC		
AVM	284A1-6FL1A	No DTC		
CHASSIS CONTROL	476A06FL0A	No DTC		
ICC/ADAS 2	284P16FL1C	No DTC		
3ch CAN GATEWAY	284T26FL0B	No DTC		

AIR PRESSURE MONITOR

Detected DTC	C1706-00	LOW PRESSURE RR

FFD(Freeze Frame Data)

MONITOR ITEM	VALUE	UNIT
ODO/TRIP METER	12143	mile
SET AIR PRESSURE 2 FL	33.17	psi
SET AIR PRESSURE 2 FR	33.17	psi
SET AIR PRESSURE 2 RR	33.17	psi
SET AIR PRESSURE 2 RL	33.17	psi
WARNING AIR PRESSURE FL	33.17	psi
WARNING AIR PRESSURE FR	33.17	psi
WARNING AIR PRESSURE RR	33.17	psi
WARNING AIR PRESSURE RL	33.17	psi
AIR PRESS FL	36.16	psi
AIR PRESS FR	33.67	psi
AIR PRESS RR	24.94	psi
AIR PRESS RL	34.17	psi
SET TEMPERATURE	68	°F
TIRE TEMPERATURE FL	68	°F
TIRE TEMPERATURE FR	45	°F
TIRE TEMPERATURE RR	43	°F
TIRE TEMPERATURE RL	45	°F

LASER/RADAR

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

FFD(Freeze Frame Data)

MONITOR ITEM	VALUE	UNIT
ODO/TRIP METER	1508	mile

AUTO BACK DOOR

Detected DTC	B2422	BACK DOOR STATE

FFD(Freeze Frame Data)

MONITOR ITEM	VALUE	UNIT
IGN COUNTER	39	

AUTO BACK DOOR

Detected DTC	B2427	SPINDLE SENSOR RH

FFD(Freeze Frame Data)

MONITOR ITEM	VALUE	UNIT
IGN COUNTER	39	

SIDE RADAR RIGHT

Detected DTC	C1B55-97	RADAR BLOCKAGE

FFD(Freeze Frame Data)

MONITOR ITEM	VALUE	UNIT
IGN COUNTER	39	
ODO/TRIP METER	8168	mile

2017.5 NISSAN ROGUE
SL AWD

Scan QR code for general model information & options

Standard Equipment Included at No Extra Charge

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

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

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

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

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

**SiriusXM Satellite Radio includes activation & 3 months of service only, subscription sold separately. SiriusXM Traffic & Travel Link includes activation & service for a trial period, subscription required thereafter. SiriusXM services are not available in AK, HI and some markets.
***Only use when safe to do so. Availability is dependent on vehicle model, trim level, packaging, and/or options. See NissanUSA.com/Connect for complete product and service availability details, Subscriber Agreement and limitations. GPS mapping may not be detailed in all areas or reflect current road status.
*****Compatible smartphone required. Standard text rates/data usage may apply.
******Additional cost required.
*******Availability of specific feature dependent upon phone's Bluetooth® support and compatible smartphone. Certain services provided by independent companies. Nissan not responsible for any costs that may be required for continued operation due to service changes or termination.

Manufacturer's Suggested Retail Base Price:	$31,710.00
Options Included by Manufacturer	
SL Premium Package* **	1,820.00
Power Panoramic Moonroof	
LED Headlights	
Platinum Package* **	770.00
19" Alloy Wheels	
Intelligent Cruise Control (ICC)	
Lane Departure Warning (LDW)	
Lane Departure Prevention (LDP)	
Forward Emergency Braking (FEB) with Pedestrian Detection	
Platinum Reserve Interior* **	250.00
Tan Leather-Appointed Seats with Quilted Leather Inserts	
Splash Guards	160.00
Chrome Rear Bumper Protector	155.00
Roof Rail Cross Bars	355.00
Premium Paint	395.00
Floor Mats with Cargo Area Protector	225.00
DESTINATION CHARGES	960.00
Total*	**$36,800.00**

***Optional Equipment Replaces Standard Where Applicable

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

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

EPA DOT Fuel Economy and Environment

Gasoline Vehicle

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

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

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

Annual fuel cost $1,350

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

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

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

fueleconomy.gov
Calculate personalized estimates and compare vehicles

Smartphone QR Code™

GOVERNMENT 5-STAR SAFETY RATINGS

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

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

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

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

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

This Vehicle qualifies for Nissan's

Security+Plus Extended Protection Plan

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

DELIVERY

VEHICLE COLORS:
EXT: MONARCH ORANGE
INT: PLATINUM RESERV

FINAL ASSEMBLY POINT:
ELIZABETH

TRANSPORT METHOD:
TRUCK

DEALER:
COLONIAL NISSAN INC
117 BUSTLETON PIKE
FEASTERVILLE PA
19047

DROP SHIP:
COLONIAL NISSAN, INC.
117 BUSTLETON PIKE
FEASTERVILLE PA
19053

VIN: JN8AT2MV9HW025831
EMS: 50 STATE EMISSIONS
MDL: 29617-025831 EBB-Z
OPT: Q-P04K03X03B92B93B94 C03E10L92U35Z66

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