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 | 5N1AT2MV1HC[redacted] |
| User | Kevin Mackay |
| Case Number | [redacted] |
| EDR Data Imaging Date | 05/18/2018 |
| Crash Date | 05/09/2018 |
| Filename | 5N1AT2MV1HC[redacted]_ACM.CDRX |
| Saved on | Friday, May 18 2018 at 11:18:54 |
| Imaged with CDR version | Crash Data Retrieval Tool 17.7 |
| Imaged with Software Licensed to (Company Name) | Nissan North America, Inc. |
| Reported with CDR version | Crash Data Retrieval Tool 17.7 |
| Reported with Software Licensed to (Company Name) | Nissan North America, Inc. |
| EDR Device Type | Airbag Control Module |
| Event(s) recovered | None |

## Comments

No comments entered.

## Data Limitations

**General Information:**

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

**Airbag Control Unit (ACU)**

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

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

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

**Data Element Sign Convention:**

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

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

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

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

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

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

0701_Nissan001_r007

## DTCs at Time of Retrieval

## None

## Hexadecimal Data

```
DID    Data

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

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

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

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

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

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

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

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

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

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

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
```

## Disclaimer of Liability

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



Search... Search Samaritan Potter Help & Training Legal

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 [14] | Case Categorizations [1] | Open Activities [2] | Activity History [1] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [14] | 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 | 31352719 |
| Contact Email | [redacted] | Case Owner | DeHenry Kidd [Change] |
| Home Phone | [redacted] | Status | Open |
| Executive Referral | | Type | CA |
| Exec-Received-Date | | Case Origin | Phone |
| Letter Sent Date | | Date/Time Opened | 5/9/2018 12:35 PM |
| Letter Received Date | | Date/Time Closed | |
| Follow Up Date | 5/25/2018 | 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 | 6,761 | | |

### Incident Codes - IIR REQUIRED

| | | | |
|---|---|---|---|
| Incident Date | 5/9/2018 | | |
| 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<br>Print Dealer View |

### Vehicle Information

| | | | |
|---|---|---|---|
| Vehicle | 5N1AT2MV1H[redacted] | Part Number 1 | |
| Model Year | 2017 | Beyond Basic Warranty Miles1 | 0 |
| Make | NISSAN | Beyond Basic Warranty Months1 | 0 |
| Model Line | ROGUE | Beyond PT Warranty Miles1 | 0 |
| Model Code | 29617 | Beyond PT Warranty Months1 | 0 |

### Dealer Access

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

### Related Items

| | | | |
|---|---|---|---|
| Approved Check Requests | $0.00 | VCAN | |
| IIR | F59441 | 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? | |
| How was the action taken? | |
| What action was taken? | |

## DTS Request

| | | | |
|---|---|---|---|
| Inspection Time/Notes | Appointment Time:<br>Notes to Agent: | Notes for DTS (Vehicle Concerns) | |

## System Information

| | | | |
|---|---|---|---|
| Subject | CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV1HC[redacted] | | |
| Created By | Amaka Okafor, 5/9/2018 12:35 PM | Root Cause Code | SCIN |
| Last Modified By | DeHenry Kidd, 5/23/2018 7:52 AM | Root Cause Code (2) | |
| Legacy Case Number | | Action Code | |
| Root Cause | | Priority | N/A |

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

## Case Comments

New

Case Comments Help

| Action | Public | Comment |
|---|---|---|
| Make Public | | **Created By: DeHenry Kidd (5/23/2018 7:52 AM)**<br>Arbs-DK received an email from DTS stating that the inspection is completed. Arbs is now waiting on a decision from PL. |
| Make Public | | **Created By: Sanjana Bajaj (5/22/2018 9:47 AM)**<br>CRR-SB < VERIFIED> Account information including: C's name, home, Phone number & best contact number:<br>CRR-SB VERIFIED VEH Information including: VIN #<br>CRR-SB CHECKED for open recalls/campaigns and found:<br>CRR-SB CHECKED for previous UNRELATED Case(s) and found: 0<br>CRR-SB CHECKED previous RELATED Case(s) and found: 0<br>CRR-SB NOTED concern is:<br><br>CRR-SB received call from C-<br><br>C stated case is already opened with NNA<br>C stated C was supposed to receive CB<br>C stated C is not getting any calls return<br>C stated C have to CB it should be agents respo0nisibility<br><br>CRR-SB advised C agent do have the FU set for 5/25<br>CRR-SB advised agent is working on the case<br><br>C stated C wish to speak or get transfer to ARBS supervisor<br><br>CRR-SB apologised and advised C that is the higher department<br>CRR-SB cannot change anything on the case at this point<br>CRR-SB advised C with internal email can be sent<br><br>C understood<br><br>CRR-SB offered further assistance<br><br>C declined<br><br>CRR-SB provided C with the case#, agent ID & NAME#<br>CRR-SB thanked for understanding and calling<br><br>Call ended mutually<br>---<br>Best Contact :[redacted] |
| Make Public | | **Created By: DeHenry Kidd (5/15/2018 4:38 PM)**<br>Arbs called customer to informed customer the inspection date is set for 5/18 at 10am. |
| Make Public | | **Created By: Michael Coady (5/15/2018 1:19 PM)**<br>SCRR-MC took a live escalation for CRR-MB and spoke with Daniel Lugo now known as C.<br>-<br>SCRR-MC introduced self as a supervisor and inquired as to how SCRR-MC can be of assistance.<br><br>C stated that C's phone rang and when C went to answer it, it hung up.<br>C stated that C wants to get into contact with the ARBS specialist handling C's case immediately.<br>C requested a phone# for them.<br><br>SCRR-MC stated that SCRR-MC would be unable to provide a phone# but SCRR-MC can transfer C over to their VMX.<br>SCRR-MC stated that the previous agent offered to send an email informing the ARBS of C's follow up which should expedite a follow up hopefully.<br><br>C understood.<br><br>SCRR-MC transferred C over to ARBS-DK's VMX. |
| Make Public | | **Created By: Mubah Butt (5/15/2018 1:15 PM)**<br>CRR-MB < VERIFIED> Account Info including: C's name, home & phone#<br>CRR-MB CHECKED VEH Info including: VIN#, Current Mileage,<br>CRR-MB CHECKED for open recalls/campaigns and found: 0<br>CRR-MB CHECKED for previous UNRELATED Case(s) and found:0<br>CRR-MB CHECKED previous RELATED Case(s) and found: 0<br><br>CRR-MB received a call from C concerning speaking with IIR-DK. |









Search... Search Samaritan Potter Help & Training Legal

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 [4] | Cases [1] | Service History [43] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [2]

## Vehicle Detail

| | | | |
|---|---|---|---|
| VIN | 5N1AT2MV6HC[redacted] | | |
| Last Modified By | NNAETL, 5/23/2018 9:03 PM | Branded Title | |
| Created By | NNAETL, 8/14/2017 11:13 AM | Polk Disposed Date | |
| | | Company Vehicle Flag | |
| Latest Recorded Mileage | 7,575 | MSRP | $29,725 |
| Latest Recorded Mileage Units | M | | |
| In Service Date | 9/25/2017 | | |

## Manufacturing Data

| | | | |
|---|---|---|---|
| Make/Model | 2017 NISSAN ROGUE | Manufacturer Date | 8/11/2017 |
| 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 | PEARL 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 | C03 (50 STATE EMISSIONS), E10 (PREMIUM PAINT $), 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 | Brande |
|---|---|---|---|---|---|---|---|
| 1 | BASIC COVERAGE | 9/25/2020 | 36,000 | | | | |
| 2 | POWERTRAIN COVERAGE | 9/25/2022 | 60,000 | | | | |
| 3 | SEAT BELT | 9/25/2027 | 999,999 | | | | |
| 4 | CORROSION COVERAGE (PERFORATION) | 9/25/2022 | 999,999 | | | | |
| 5 | FEDERAL EMISSION LONG TERM DEFECT | 9/25/2025 | 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] | KOEPPEL NISSAN | Retail Sale | ROGUE | 9/25/2017 | |

## Vehicle Ownership

## Vehicle Ownership

| Action | Name | Owner | Begin Date | End Date |
|---|---|---|---|---|
| View | [redacted] | [redacted] | | |

## Vehicle Campaigns

Vehicle Campaigns Help

No records to display

## Warranty Cases

Warranty Cases Help

| Action | Case Number |
|---|---|
| | [redacted] |

## Cases

Print Cases

Cases Help

| Action | Case Number | Type | Account Name | Date/Time Opened | Date/Time Closed | Current Mileage | Status | CST Approvals | Owner Name |
|---|---|---|---|---|---|---|---|---|---|
| \| Edit \| Cls | [redacted] | CA | [redacted] | 4/23/2018 2:24 PM | | 7,575 | Open | 0 | Bereniz Lopez |

## Service History

Service History Help

| Action | SRH Number | PNC Code Description | Coverage Code/Pay Type | Transaction Date/VR Close Date | Vehicle Mileage | Customer | Dealer Code | Work Order # | Claim Line # |
|---|---|---|---|---|---|---|---|---|---|
| | [redacted] | | PD | 9/29/2017 | 5 | NP NP | 2157 | [redacted] | A |
| | | EC*-FRONT TUBE | FW | 1/23/2018 | 3,727 | [redacted] | 2157 | | B |
| | | | I | 10/10/2017 | 6 | | 2157 | | |
| | | | I | 10/10/2017 | 6 | | 2157 | | |
| | | | W | 9/29/2017 | 5 | | 2157 | | |
| | | | W | 9/29/2017 | 5 | | 2157 | | |
| | | | I | 9/29/2017 | 5 | | 2157 | | |
| | | | I | 9/26/2017 | 5 | | 2157 | | |
| | | | I | 1/23/2018 | 3,728 | | 2157 | | |
| | | | W | 1/23/2018 | 3,728 | | 2157 | | |
| | | | I | 1/23/2018 | 3,728 | | 2157 | | |
| | | | I | 1/23/2018 | 3,728 | | 2157 | | |
| | | | I | 1/23/2018 | 3,728 | | 2157 | | |
| | | | C | 1/23/2018 | 3,728 | | 2157 | | |
| | | | C | 1/23/2018 | 3,728 | | 2157 | | |
| | | NO DEFECT FOUND | FW | 4/3/2018 | 6,916 | | 2157 | | A |
| | | | C | 4/3/2018 | 6,919 | | 2157 | | |
| | | | C | 4/3/2018 | 6,919 | | 2157 | | |
| | | | W | 4/3/2018 | 6,919 | | 2157 | | |
| | | | W | 4/3/2018 | 6,919 | | 2157 | | |
| | | | W | 4/3/2018 | 6,919 | | 2157 | | |
| | | | W | 4/3/2018 | 6,919 | | 2157 | | |
| | | | W | 4/3/2018 | 6,919 | | 2157 | | |
| | | | C | 4/3/2018 | 6,919 | | 2157 | | |
| | | | C | 4/3/2018 | 6,919 | | 2157 | | |
| | | IDLE SPEED CONTROL UNIT | FW | 2/10/2018 | 4,569 | | 2157 | | A |
| | | | W | 2/9/2018 | 4,569 | | 2157 | | |
| | | NO DEFECT FOUND | FW | 4/23/2018 | 7,575 | | 2157 | | A |
| | | | C | 4/23/2018 | 7,576 | | 2157 | | |
| | | | C | 4/23/2018 | 7,576 | | 2157 | | |
| | | | W | 4/23/2018 | 7,576 | | 2157 | | |
| | | | I | 4/23/2018 | 7,576 | | 2157 | | |
| | | NO DEFECT FOUND | FW | 5/21/2018 | 8,455 | | 2157 | | A |
| | | | C | 5/21/2018 | 8,456 | | 2157 | | |
| | | | C | 5/21/2018 | 8,456 | | 2157 | | |
| | | | C | 5/21/2018 | 8,456 | | 2157 | | |
| | | | W | 5/21/2018 | 8,456 | | 2157 | | |
| | | | W | 5/21/2018 | 8,456 | | 2157 | | |
| | | | C | 5/20/2018 | 8,456 | | 2157 | | |
| | | | C | 5/20/2018 | 8,456 | | 2157 | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| [redacted] | C | 5/20/2018 | 8,456 | [redacted] | 215Z | [redacted] |
| | C | 5/20/2018 | 8,456 | | 215Z | |
| | C | 5/20/2018 | 8,456 | | 215Z | |

## Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

## Vehicle History

Vehicle History Help

| Date | User | Action |
|---|---|---|
| 8/14/2017 11:13 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] | Cancelled | 5/9/2018 | [redacted] | [redacted] | [redacted] | NER | 5/9/2018 5:00 PM | 5/9/2018 4:45 PM |
| Edit | | Completed | 5/16/2018 | | | | NER | 5/17/2018 9:00 AM | 5/23/2018 4:02 PM |

^ Back To Top

Always show me fewer / more records per related list

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