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	5N1AT2MV2JC[redacted]
User	CARLOS ALBERT
Case Number	[redacted]
EDR Data Imaging Date	05/18/2018
Crash Date	05/11/2018
Filename	5N1AT2MV2JC[redacted]_ACM.CDRX
Saved on	Friday, May 18 2018 at 10:18:16
Imaged with CDR version	Crash Data Retrieval Tool 17.7
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.7
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r007

DTCs at Time of Retrieval

None

Hexadecimal Data

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DID    Data

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

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

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

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

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

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
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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 5N1AT2MV2JC[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 Great Neck State NY Zip Code [redacted] Country United States

☐ Driver Same as Claimant

Driver Name [redacted] DOB [redacted] Day Phone [redacted]

Address [redacted] Eve. Phone [redacted]

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

☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2018 Model Name Rogue Mfg. Date 02/23/2018 VIN 5N1AT2MV2JC[redacted]

Mileage 331 License # [redacted] State NY Country United States

Special equipment & accessories NA

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

Number	Description	Status	Date
NA	NA	○ Open ◉ Closed	NA

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 05/11/2018 Time 9:15 AM

Location of Incident (describe fully) Claimant states was driving on East Shore Road North bound off of Long Island Expressway.

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV2JC[redacted]

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

Vision obstruction (describe) NG

Temperature at time of incident 64.0° Parking location prior to time of incident NG

Overnight temperature prior to incident 63.0° Length of time parked NG

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant) Claimant states son was driving on Long Island Express way at East Shore Rd heading Northbound approaching decline vehicle displayed warnings and vehicle applied brakes unprovoked.

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

Driver Action (braking, steering, etc.) Coasting.

Special Circumstances NG

Actions taken after incident and results of those actions Claimant states son applied brakes and was able to continue driving vehicle.

Vehicle Estimated Speed 25MPH Source Claimant Posted Speed Limit 25 MPH

Other Vehicle Estimated Speed NA Source Claimant Posted Speed Limit 25 MPH

Witness Present? ○ YES ◉ NO

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

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

#	Allegation	Allegation made by
1	Claimant alleges while driving with no other vehicle in front of Claimant's, vehicle applied the brakes unprovoked along with audible and visual warnings.	Claimant

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information Claimant

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV2JC[redacted]

Legend for Section IV.

Seating Position:



Occupant Name	[redacted]	DOB	[redacted]	Height	NG
Address	[redacted] Great Neck, NY [redacted]			Weight	NG
Location	Incident Vehicle	Seating Position	1 - Driver		
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	NA				
Where, when, and by whom were the injuries treated?	NA				

Occupant Name	[redacted]	DOB	[redacted]	Height	NG
Address	[redacted] Great Neck, NY [redacted]			Weight	NG
Location	Incident Vehicle	Seating Position	3 - Front Row Right		
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	NA				
Where, when, and by whom were the injuries treated?	NA				

Add Occupant | Remove Occupant

☐ No Occupants Comments NA

V. Other Property Damage

☒ No Other Property Damage

Source of information Claimant

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV2JC[redacted]

VI. Investigation Results

Date of vehicle inspection: 05/18/2018

Location of inspection: Great Neck Nissan

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

NA

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

Photos taken by: Carlos Albert # Photos: 75

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 noted. Please see photos: 1-32
Engine/ Transmission/ Drivetrain	No abnormalities noted. Please see photos: 52-60
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities noted. Please see photos: 69-75
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities noted. Please see photos: 31-51
Seat Belts/ Child Restraints (if applicable)	No abnormalities noted. Seat Belts are in the stowed unlocked position. Please see photos: 31-51
Air Bags	No abnormalities noted. Air Bags are in the stowed undeployed position. Please see photos: 31-51

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

NA

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

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

#	Allegation	Factual Findings
1	Claimant alleges vehicle experienced an unprovoked FEB event while driving.	During DTS inspection of vehicle no codes were found stored in past or current status under any systems. DTS found a FEB Operation Mileage History saved at 286 miles. DTS test drove vehicle a total of approximately 13 miles and did not duplicate any FEB or FCW operation. Vehicle is performing characteristic of model.

Add Row | Remove Row

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

Reporter's Signature *Carlos Albert*

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV2JC[redacted]

Reporter's Name & Region Carlos Albert
North East region

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV2JC[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)	NA
Comments	NA

II. Diagnostic Download and EDR Data

Instructions:

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

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

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV2JC[redacted]

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

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

End of Form

*Name your file while saving.

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

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



Search Samaritan Potter Help & Training Legal

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Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [12] | 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 [19] | Emails [0]

Case Detail

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

THIS IS A JD POWER CUSTOMER, PLEASE TREAT WITH GREAT CARE.[SPECIAL HIGH-IMPACT CATEGORY: GROUP A MODEL LINE].

Account Name	[redacted]	Case Number	[redacted]
Contact Email	[redacted]	Case Owner	[redacted]DeHenry Kidd [Change]
Home Phone	[redacted]	Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	5/15/2018 8:28 AM
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	Nissan
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	100		

Incident Codes - IIR REQUIRED

Incident Date	5/11/2018		
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 Print Dealer View

Vehicle Information

Vehicle	5N1AT2MV2JC[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22218	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	GREAT NECK 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	C is seeking assistance with forward emergency braking.

Related Items

Approved Check Requests	$0.00	VCAN	
IIR	F59525	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?	8F Provided Vehicle Information

DTS Request

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV2J[redacted]		
Created By	Sandeep Satish, 5/15/2018 8:28 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 5/23/2018 9:04 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	NT8F
Root Cause		Priority	N/A

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

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By: Gabriela Rosales (5/23/2018 9:43 AM)** ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with call back request and case update. CRR-GR emailed ARBS for case update.
		Created By: Gabriela Rosales (5/23/2018 9:43 AM) CRR-GR VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number:[redacted] CRR-GR VERIFIED VEH Information including: VIN # CRR-GR CHECKED for open recalls/campaigns and found: None CRR-GR CHECKED for previous UNRELATED Case(s) and found: None CRR-GR CHECKED previous RELATED Case(s) and found: None CRR-GR NOTED concern is: call back request and case update CRR-GR received inbound call from C's husband Arthur Lesser; now referred to as C C stated C has a case # and has been dealing with ARBS-DK but C states C has not been able to get in contact with ARBS C stated C's VEH has been at the DLRSHP for a while and C has not received a call back C stated this is a very serious problem and C states C's daughters are traumatized because of this situation C stated the brakes do not work properly and C has heard washboard sounds sounding like the ABS brakes were engaging C stated C does not know how this is going to be fixed but C has not been able to get in contact with ARBS who is handling C's case
Make Public		CRR-GR apologized for the situation and informed C that CRR-GR will email ARBS for call back request but advised C that there is a call back scheduled for 5/25 C stated C understood and will wait for the call back C stated C has purchased 4 new VEH within the last year and C had gone back to Nissan and C states this is really an emergency but C believes C should get an upgrade on the VEH as C does not want to get in an accident C stated C could have been killed with this VEH and C states SA-Raquel from the DLRSHP informed C that this problem has occurred with other Nissan VEH C stated C believe VEH was used as well and that makes C very upset as the VEH came with 47 miles and C states this was a used VEH C stated C does not want to start a lawsuit but C states if this occurs with other VEH it should be recalled and this could be a lawsuit C stated if this takes time to fix or C is given another VEH C will wait CRR-GR advised C that CRR-GR has documented concern and situation further and advised that again C will be contacted EOB 5/25 CRR-GR asked C if there was anything else CRR-GR could assist with. C declined. CRR-GR noting C's best contact number is[redacted] Call ended mutually
Make Public		**Created By: DeHenry Kidd (5/17/2018 2:58 PM)** Arbs called customer and the dealer to let them know the inspection is set for 5/18 at 10am
Make Public		**Created By: DeHenry Kidd (5/17/2018 10:26 AM)** Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time
Make Public		**Created By: DeHenry Kidd (5/17/2018 10:22 AM)** Verified Name Address Phone# VIN Mileage Responsible Dealer Checked for open Recalls/Campaigns: None • C states that C was driving on East Shore road/HWY travelling approximately 25 mph. • In which direction (N, S, E, W?) "Northbound/Southbound/Eastbound/Westbound…" Northbound • How many lanes was the road and in each direction? 4 • Is the road divided by a concrete barrier, grass median or turning lane: Turning lane • Which lane where you traveling in? right • Where there any vehicles to your left or right? No • How far were you from the vehicle in front of you? No • Was the road grade level on an incline or decline? decline • Is the road condition newly paved, moderate or poor in condition? Moderate • Did the incident occur in a construction zone? No • Where you accelerating, coasting, braking or cruising (maintaining speed)? Cruising • Just before the incident occurred was the orientation of the steering wheel and the vehicle in a straight line? Yes • Before the incident occurred how long had the vehicle been in operation? 20min • Weather? Clear

Customer stated she was driving northbound at East Shore Road and incline were going to hospital and going down incline and vibration started and steering wheel locked and emergency light came on and vehicle stopped.
Customer stated this has happen twice with the vehicle stopping on its own and there was one time where a vehicle suddenly stop and the vehicle stop as it was supposed to.
Customer stated that incident is recorded in the computer.

Arbs-DK informed customer that Arbs would setup an inspection. Arbs-DK stated once arbs has the date Arbs will let the dealer and customer know.
Arbs-DK also stated that the process could take up to 6 weeks for everything to be done and process to determine a decision. Arbs stated that if customer decide to get alternate transportation it will be at the customer expense due to NNA does not offer assistance during the inspection period customer understood.

Make Public

Created By: Samantha Dixon (5/16/2018 1:32 PM)
C is seeking assistance with forward emergency braking.

Created By: Shirley Finchum (5/16/2018 8:58 AM)
RCAS-SF made outbound call to C a [redacted].
RCAS-SF notes that husband, Arthur Lesser, is now referred to as C.

C stated that C had an Altima for 10 years in past.
C stated that C has bought 3 new VEHS.
C stated that VEHS were Honda.
C stated that C wanted to try a Nissan again and decided to get VEH for daughter.
C stated that C has only had VEH for a week.
C stated that C was driving VEH recently on 5/11 at night and got off express way and over a hill and VEH shook and no VEH were around and steering wheel locked and VEH came back to stop.
C stated that son pushed on brake and was able to have VEH move again.
C stated that daughter was driving through Kensington on 5/11 during morning and driving 25 mph and VEH made noise and put foot on brake and noise went away.
C stated that a light came on.
C stated that VEH stopped in front and VEH stopped for C and C knew that feature was working .
C stated that concern can cause a Collision with multiple VEHS.
C stated that DLR wants to disengage Forward Emergency Brake System.
C stated that DLR advised that same concern happened to a friend.
C stated that wife is attorney.
C stated that son is traumatized and won't drive VEH.

Make Private

RCAS-SF apologized that C is having Forward Emergency Brake System is not working properly.

C stated that wife states that C needs to get new VEH.
C stated that ride is better than other SUV's.
C stated that C drove a short distance yesterday and did not experience concern.
C stated that DLR is not responsible for saying to turn off feature.
C stated that C wants VEH that works.

RCAS-SF apologized and advised that C would want feature turned on as VEH has feature.
RCAS-SF advised that NNA does want to do investigation for concern.
RCAS-SF asked IIR questions.

C stated that one incident was with daughters, Julia and Isabella, on 5/11 during morning going into Kensington and VEH made noise like going over speed reduction bumps and light came on and daughter pushed on brake and noise when off.
C stated that son drove VEH on 5/11 at night and no VEHS were around C and VEH made same noise and steering wheel locked and light came on and VEH stopped and son stepped on brakes and VEH was able to go again.

C stated that C likes VEH and wants to keep VEH.
C stated that C just wants a safe VEH.

RCAS-SF advised that C does have direct number if C needs assistance before follow up on 5/21.
C thanked RCAS-SF.
RCAS-SF thanked C for time.
Call ended mutually.

Make Private

Created By: Shirley Finchum (5/16/2018 8:17 AM)
RCAS-SF received VMX from C at 757 am on 5/16 requesting call back and C will be meeting from 10-12 today.

Make Private

Created By: Shirley Finchum (5/15/2018 2:31 PM)
RCAS-SF made outbound call to C at [redacted]
RCAS-SF left VMX with case number, direct number, follow up on 5/16 and if C calls back and leaves VMX to leave best contact time and number to reach C.

Make Private

Created By: Shirley Finchum (5/15/2018 2:29 PM)
RCAS-SF made outbound call to Arthur Lesser at (917) 721-4100.
RCAS-SF left VMX with case number, direct number, follow up on 5/16 and if C calls back and leaves VMX to leave best contact time and number to reach C.

Make Public

Created By: Sandeep Satish (5/15/2018 8:49 AM)
CASE SUMMARY
C called to seek assistance from NNA as C's VEH braking system is not functioning properly
CRR-SS is transferring C's case to RCAS for further assistance

Created By: Sandeep Satish (5/15/2018 8:47 AM)
CRR-SS VERIFIED Account Info including: C's name, home & email address, phone#& Best Contact#
CRR-SS VERIFIED VEH Info including: VIN#, Current Mileage
CRR-SS CHECKED for open recalls/campaigns and found:0
CRR-SS CHECKED for previous UNRELATED Case(s) and found:0
CRR-SS CHECKED previous RELATED Case(s) and found: 0
CRR-SS NOTED concern is: VEH CONCERN- FORWARD BRAKING SYSTEM

Make Public

CRR-SS received an inbound call from C

C stated C's name is Arthur Lesser and C is calling for 2018 Nissan Rogue
C stated the VEH is under C's wife name
C stated C and C's daughters experienced forward collision warranting activation on instances when it should not have
C stated C's daughter were driving the VEH and the VEH applied the brakes with lot of vibration
C stated there was no reason for forward braking system to get activated at that time because there were no VEH infront
C stated C experienced similar incident while driving
C stated when C took the exit, C's VEH applied brake with lot of vibration
C stated C and C's children do not feel safe in the VEH
C stated this concern could cause an accident

CRR-SS apologized for C's concern
CRR-SS asked if C took C's VEH for a diagnosis

C stated C took the VEH to Great Neck Nissan and spoke with SM-Frank
C stated SM-Frank advised C to call NNA
C stated another SA assistant Raquel shared the similar incident with C

CRR-SS asked C how C wants NNA to assist

C stated C wants sensor to be checked and C's VEH can't be fixed, C should get a new VEH
C stated C's wife is attorney but C is not looking to cause any trouble
C stated C do not want to get into Lemon Law or anything of similar kind
C stated C just a resolution from NNA
C stated C's VEH is hardly driven and in mint condition

CRR-SS informed C that CRR-SS would document C's concern and request in the case

CRR-SS informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day <5/16/2018> regarding the C concern

C understood and appreciated the assistance

Best Contact #: [redacted]
Call ended mutually

Case Categorizations

New Case Categorization | Case Categorizations Help

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

Open Activities

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

Action	Subject	Status	Due Date	Type	Action Taken	Name	Assigned To	Last Modified Date/Time	Last Modified By Alias
Edit | Cls	IIR	Not Started	5/17/2018			[redacted]	DeHenry Kidd	5/16/2018 1:33 PM	ARBS-SD
Edit | Cls	DTS Follow Up[redacted]: GREAT NECK NISSAN	Not Started	5/19/2018				DeHenry Kidd	5/17/2018 10:25 AM	ARBS-DK

Activity History

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

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Request[redacted] GREAT NECK NISSAN			5/19/2018	Carlos Albert		Complete	5/17/2018 6:01 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	Shirley Finchum, 5/16/2018 8:46 AM	5/16/2018			5N1AT2MV2JC[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	5/18/2018 9:00 AM	[redacted]	[redacted]	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
5/23/2018 9:43 AM	Gabriela Rosales	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV2JC[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV2JC**[redacted].
5/23/2018 9:25 AM	Gabriela Rosales	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV2JC7[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV2JC**[redacted].
5/17/2018 2:59 PM	DeHenry Kidd	Changed **Follow Up Date** from 5/17/2018 to **5/25/2018**.
5/17/2018 8:05 AM	DeHenry Kidd	Changed **Follow Up Date** from 5/21/2018 to **5/17/2018**.
5/16/2018 1:32 PM	Samantha Dixon	Changed **Case Owner** from Shirley Finchum to **DeHenry Kidd**.
5/16/2018 1:32 PM	Samantha Dixon	Changed **Description**.
5/16/2018 8:59 AM	Shirley Finchum	Changed **Follow Up Date** from 5/16/2018 to **5/21/2018**.
5/15/2018 2:32 PM	Shirley Finchum	Changed **Follow Up Date** from 5/15/2018 to **5/16/2018**.
		Changed **Description**.
5/15/2018 11:27 AM	Charity Trull	Changed **Follow Up Date** from 5/16/2018 to **5/15/2018**.
5/15/2018 10:34 AM	Lesley Howard	Changed **Case Owner** from L2 JD Powers Customers to **Shirley Finchum**.
5/15/2018 10:22 AM	Kelli Donovan	Changed **Case Owner** from Kelli Donovan to **L2 JD Powers Customers**.
5/15/2018 8:49 AM	Sandeep Satish	Changed **Escalated By ID** to[redacted]
		Changed **Case Owner** from Sandeep Satish to **Kelli Donovan**.
5/15/2018 8:28 AM	Sandeep Satish	Changed **Work Phone** to[redacted].
		Changed **Follow Up Date** from 5/15/2018 to **5/16/2018**.

Changed **VIN** to **5N1AT2MV2JC[redacted]**.
Changed **Subject** to **CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV2JC[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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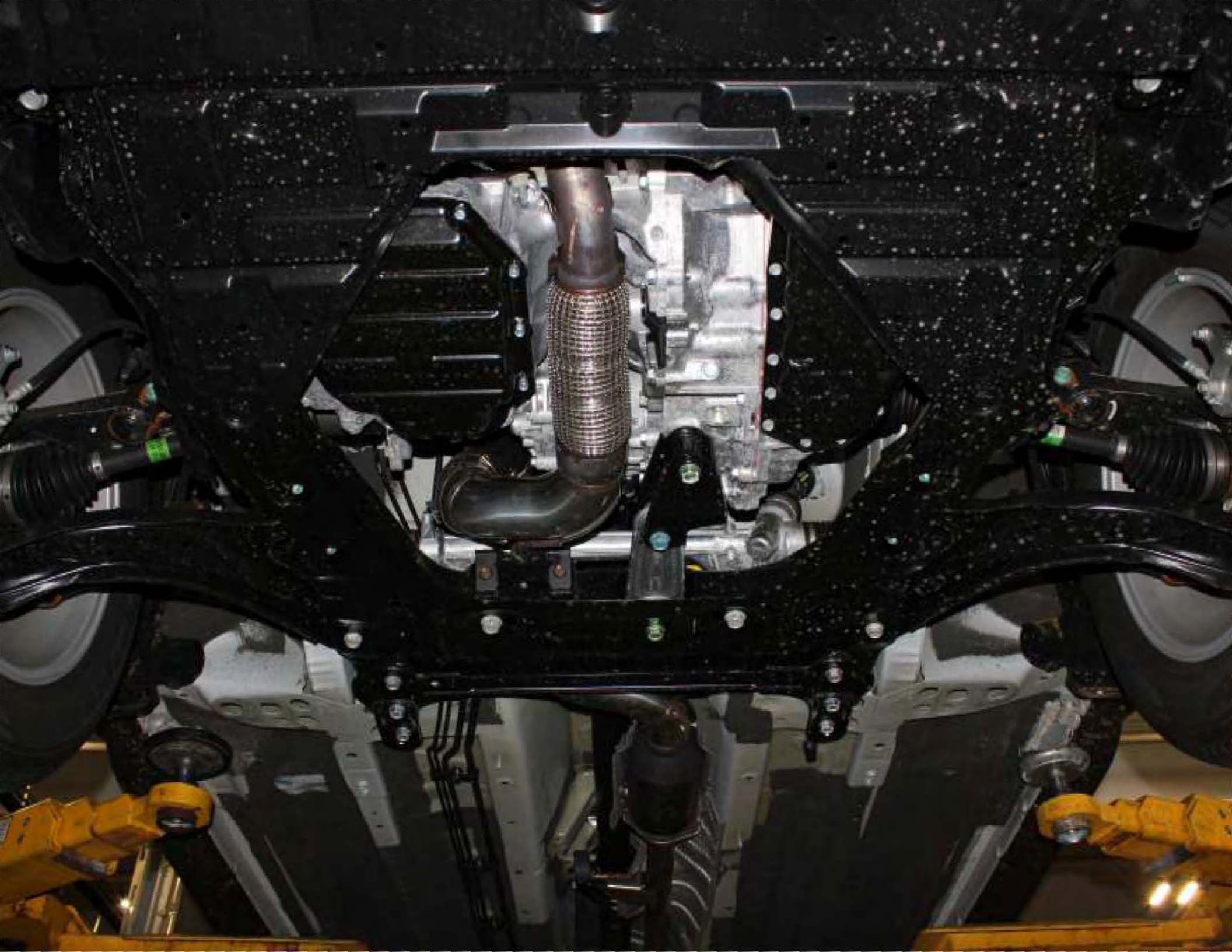

10:12 AM
62°F
Blind Spot
Warning (BSW)
RPMx1000
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10:12 AM
62 °F
Parking Aids
Cross Traffic
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RPMx1000
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10:12 AM
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Trace Control
Engine Brake
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11:22 AM
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SV AWD


ROGUE
SV AWD


ROGUE












NISSAN


NISSAN




























5N1AT2MV2JC




MFD BY NISSAN MOTOR CO., LTD.
DATE: 02/18
GVWR: 2141 KG
4720 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








ROGUE

PUSH
ON-OFF




OK
RES +
CANCEL
SET –
NISSAN








NISSAN




















QR25


NISSAN


DANGER/POISON
DANGER/POISON


DANGER/POISON
DANGER/POISON
CAUTION / ATTENTION


CAUTION / ATTENTION



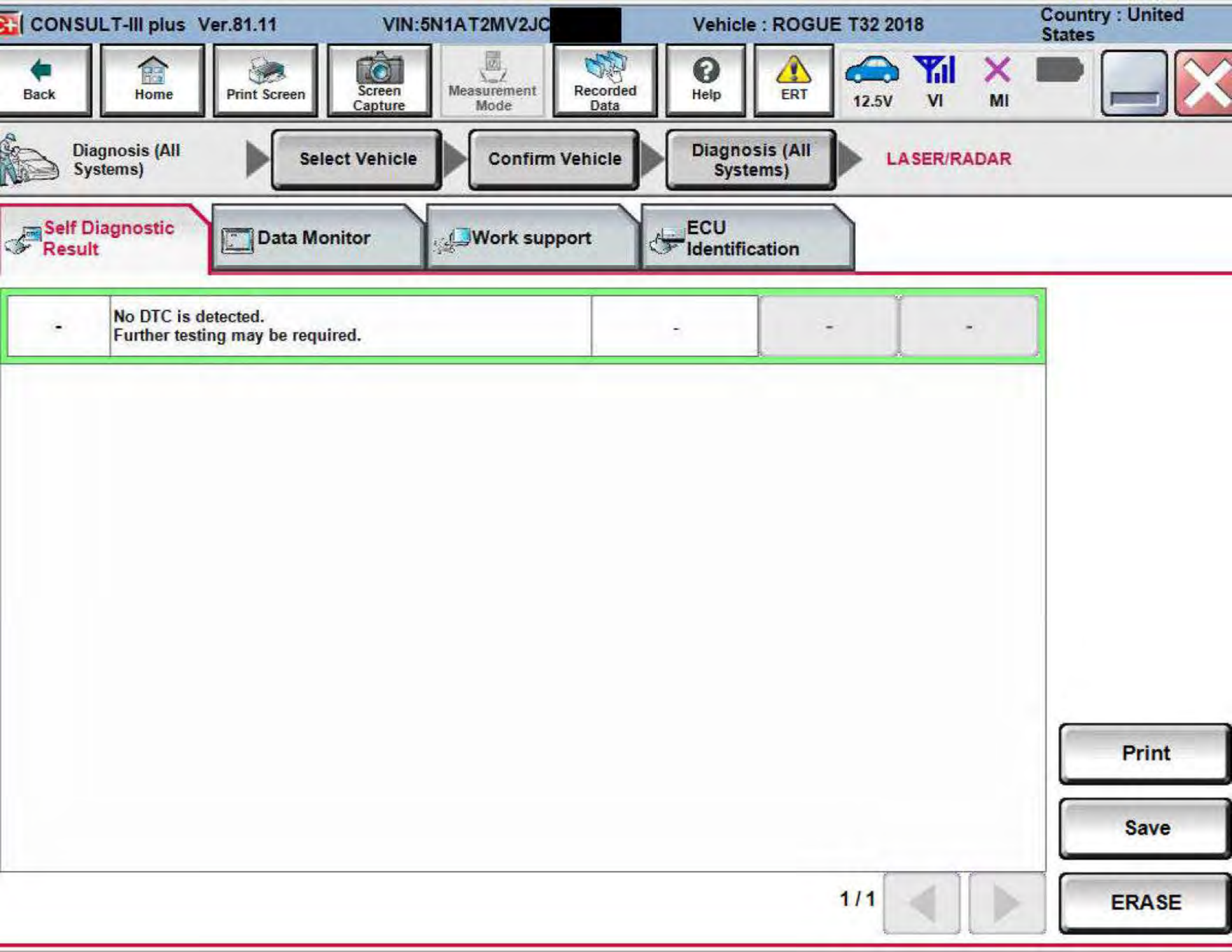


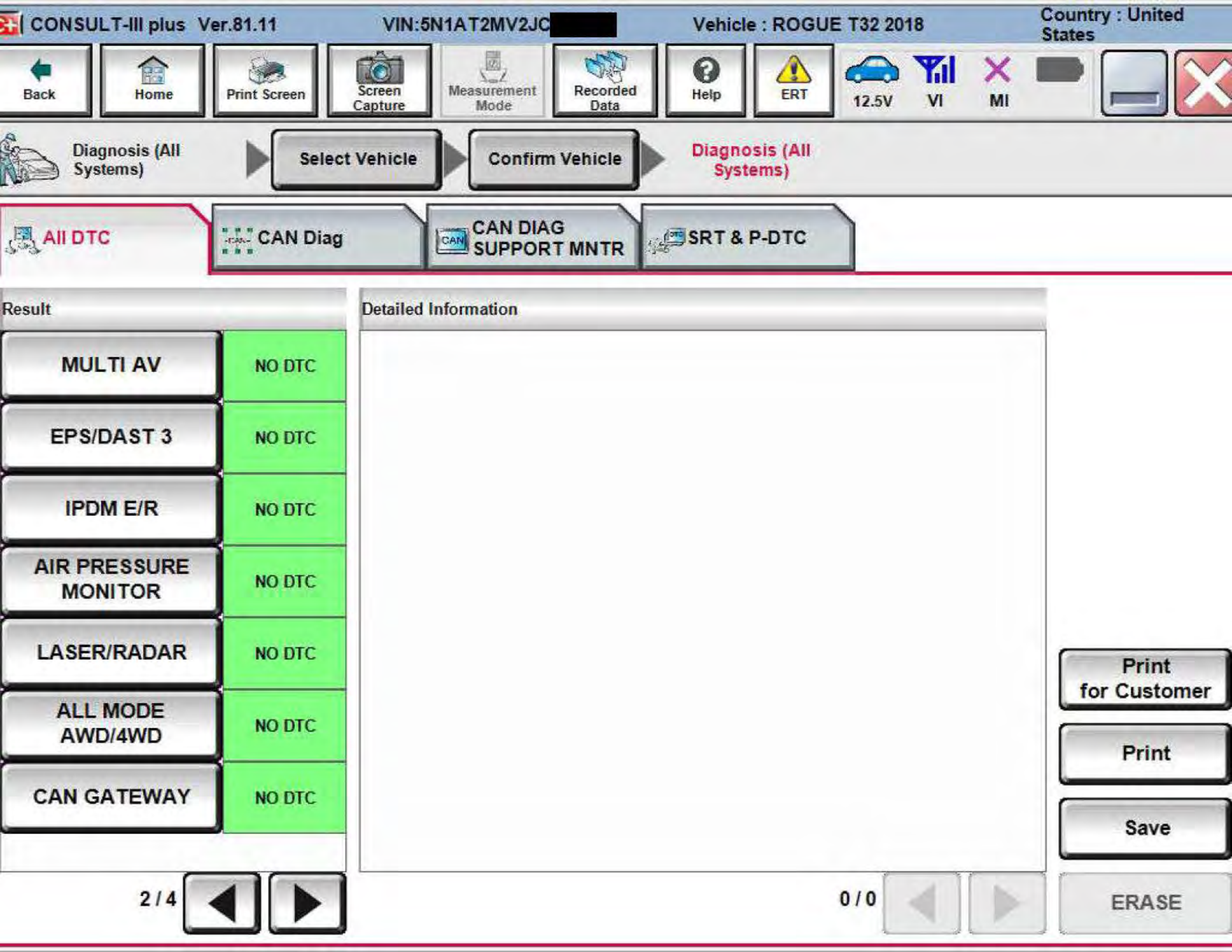

10:11 AM
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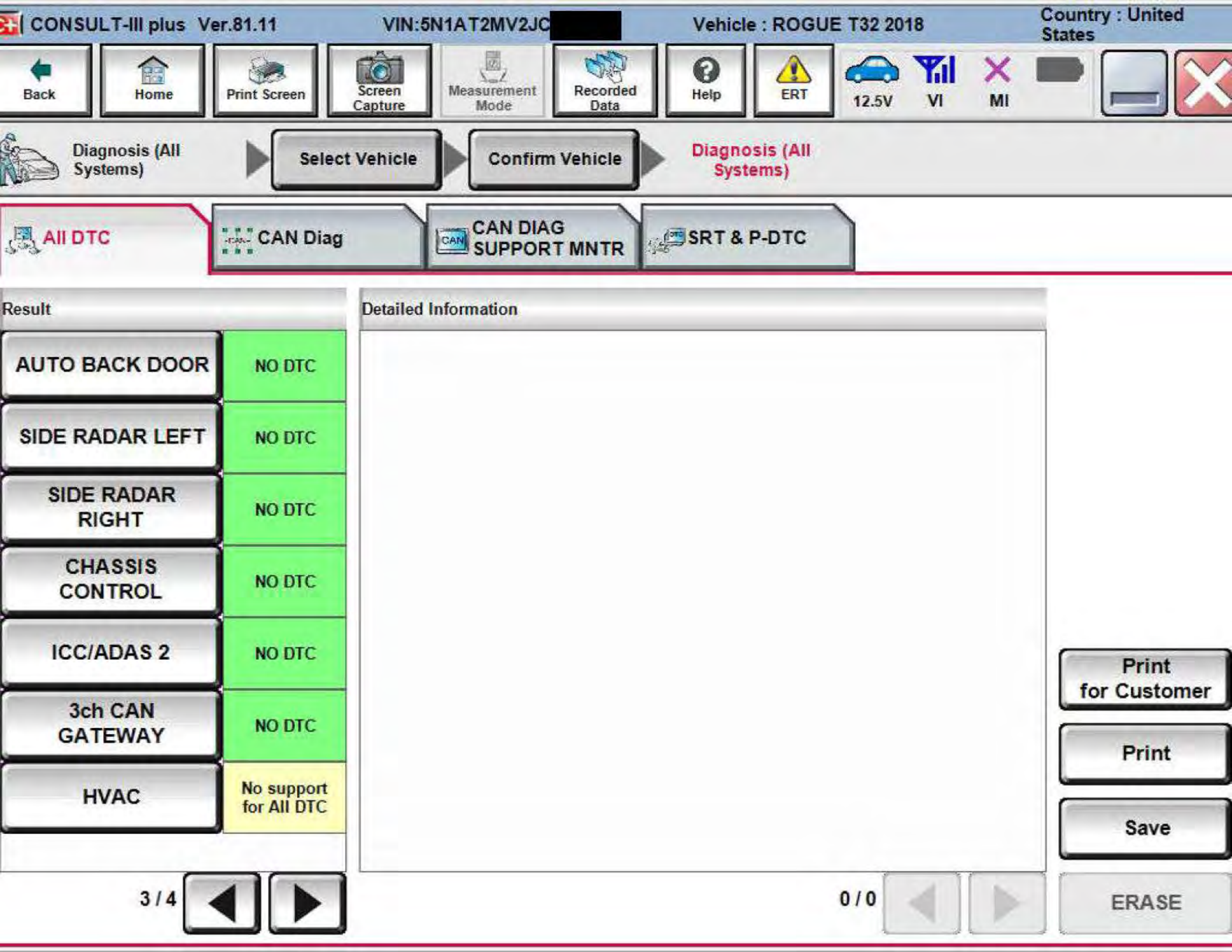

10:11 AM
62 °F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
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90
331 miles
RPMx1000
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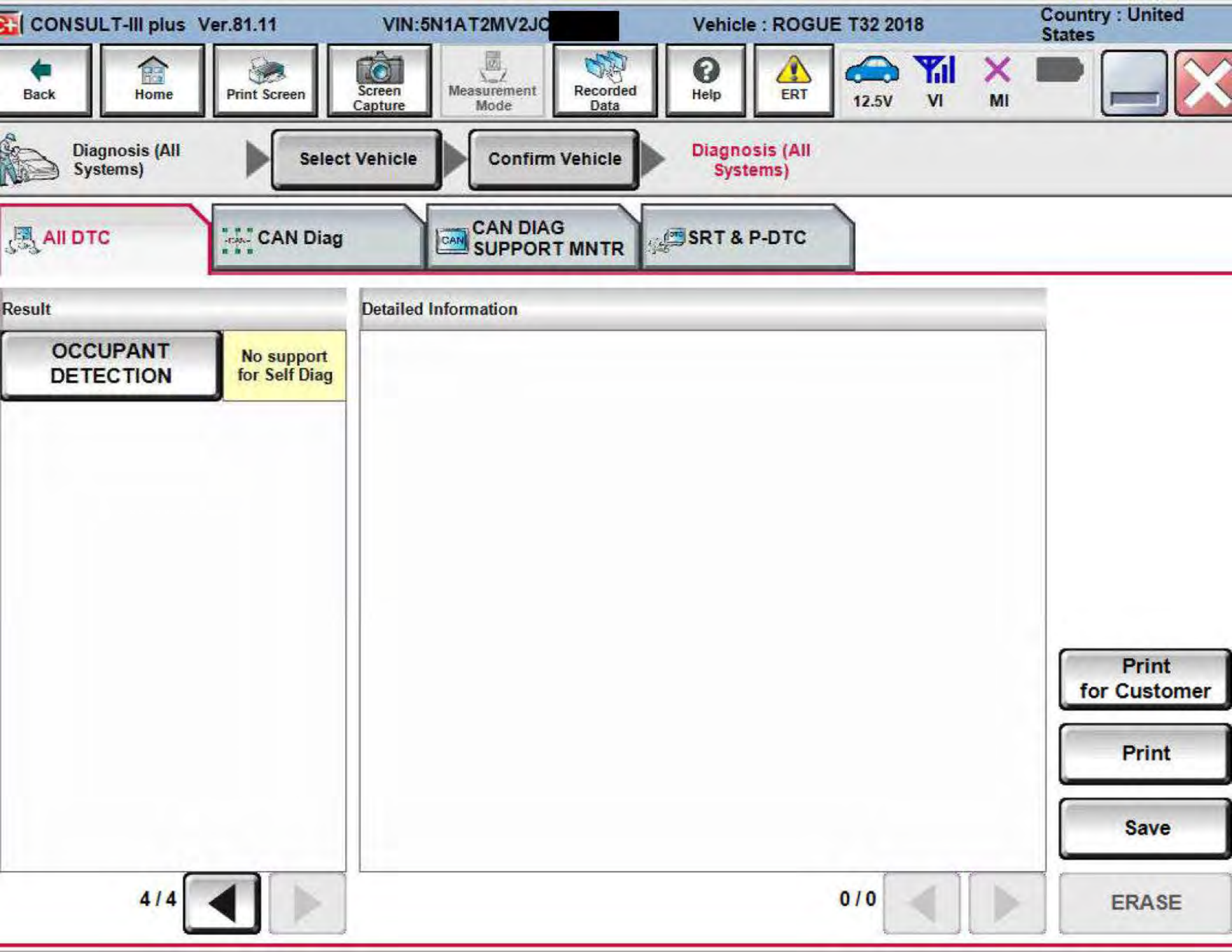

10:12 AM
62 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
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331 miles
RPMx1000
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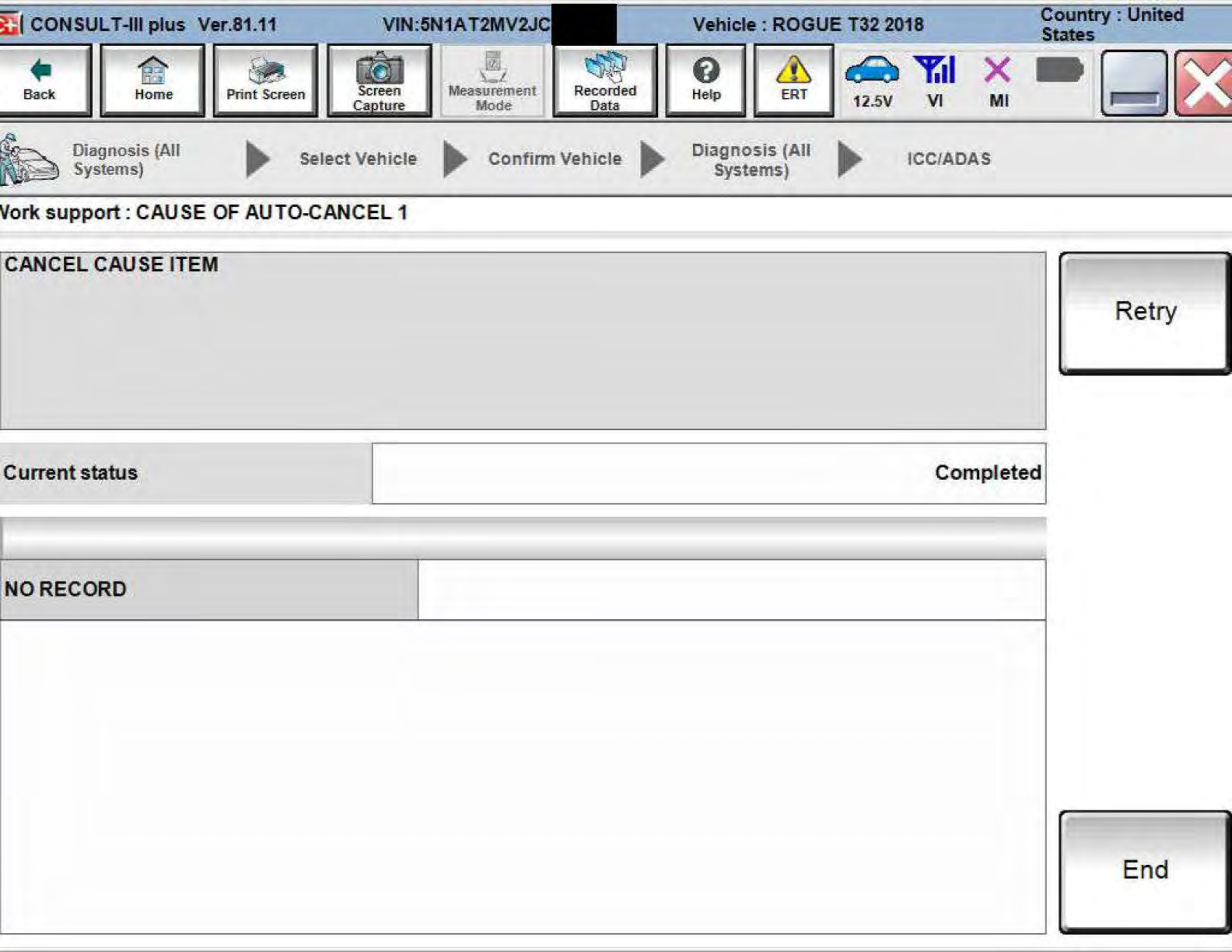

10:12 AM
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Driving Aids
Emergency Brake
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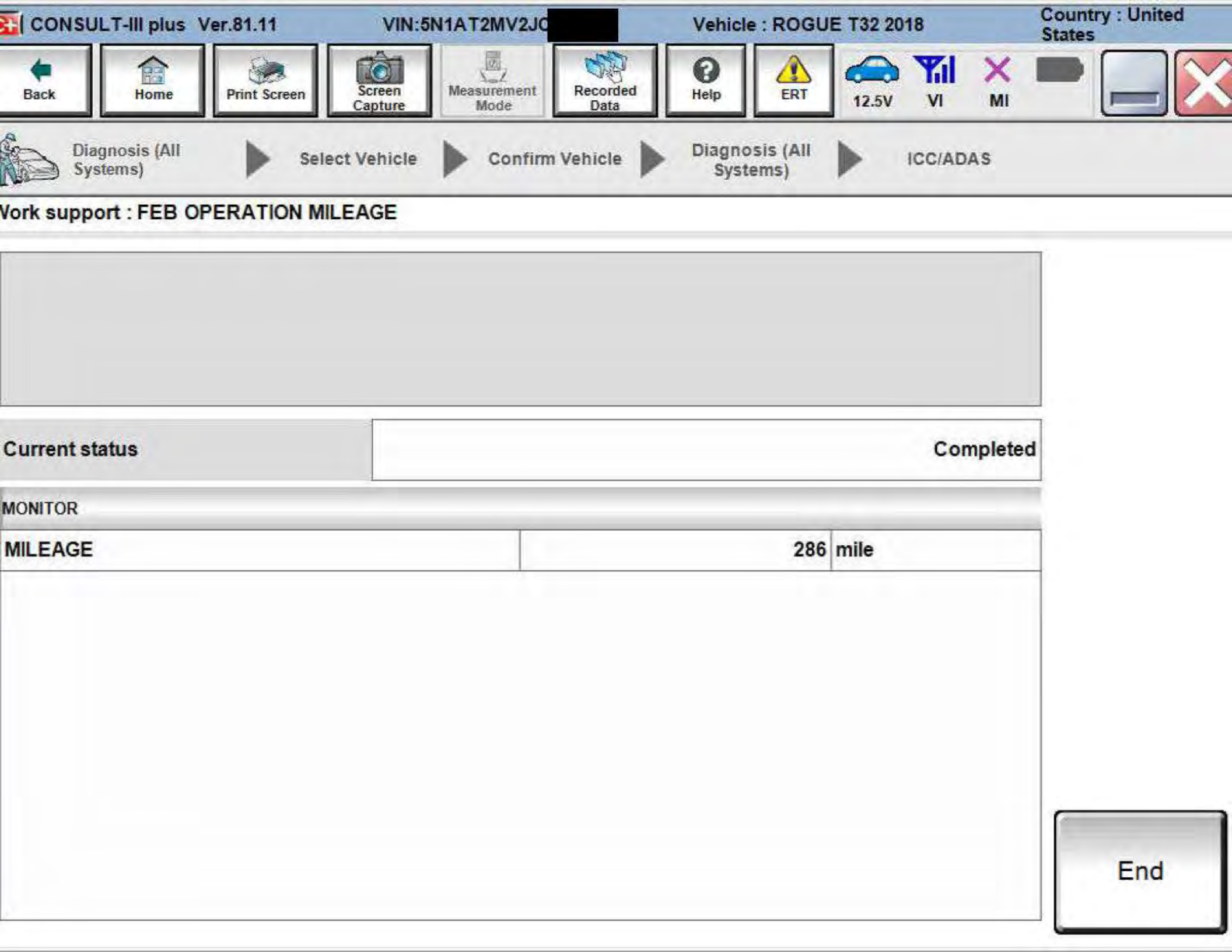

CONSULT-III plus Ver.81.11
VIN:5N1AT2MV2JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
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-
Print
Save
1 / 1
ERASE

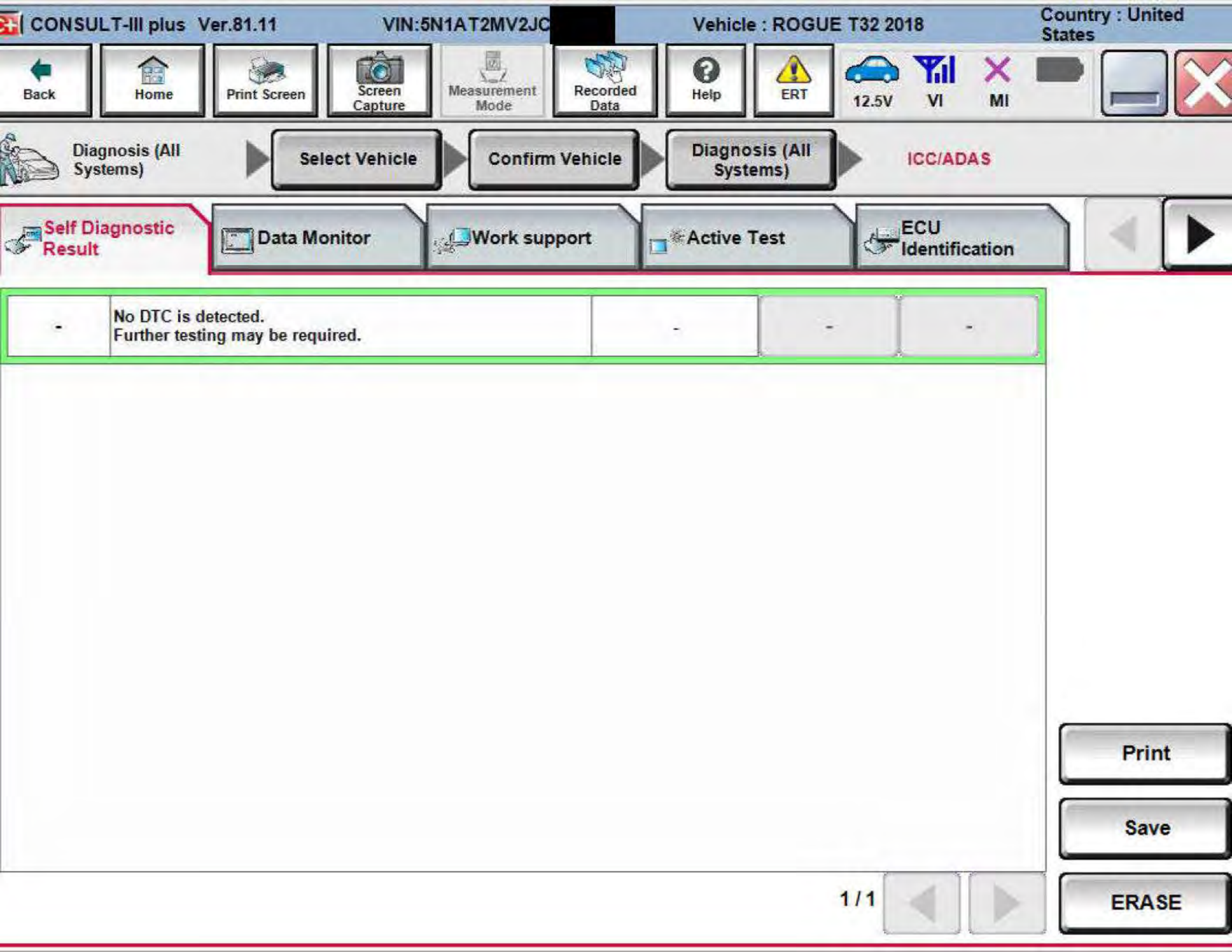

CONSULT-III plus Ver.81.11
VIN:5N1AT2MV2JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
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Home
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Screen Capture
Measurement Mode
Recorded Data
Help
ERT
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Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
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SRT & P-DTC
Result
Detailed Information
MULTI AV
NO DTC
EPS/DAST 3
NO DTC
IPDM E/R
NO DTC
AIR PRESSURE MONITOR
NO DTC
LASER/RADAR
NO DTC
ALL MODE AWD/4WD
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CAN GATEWAY
NO DTC
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Print for Customer
Print
Save
ERASE

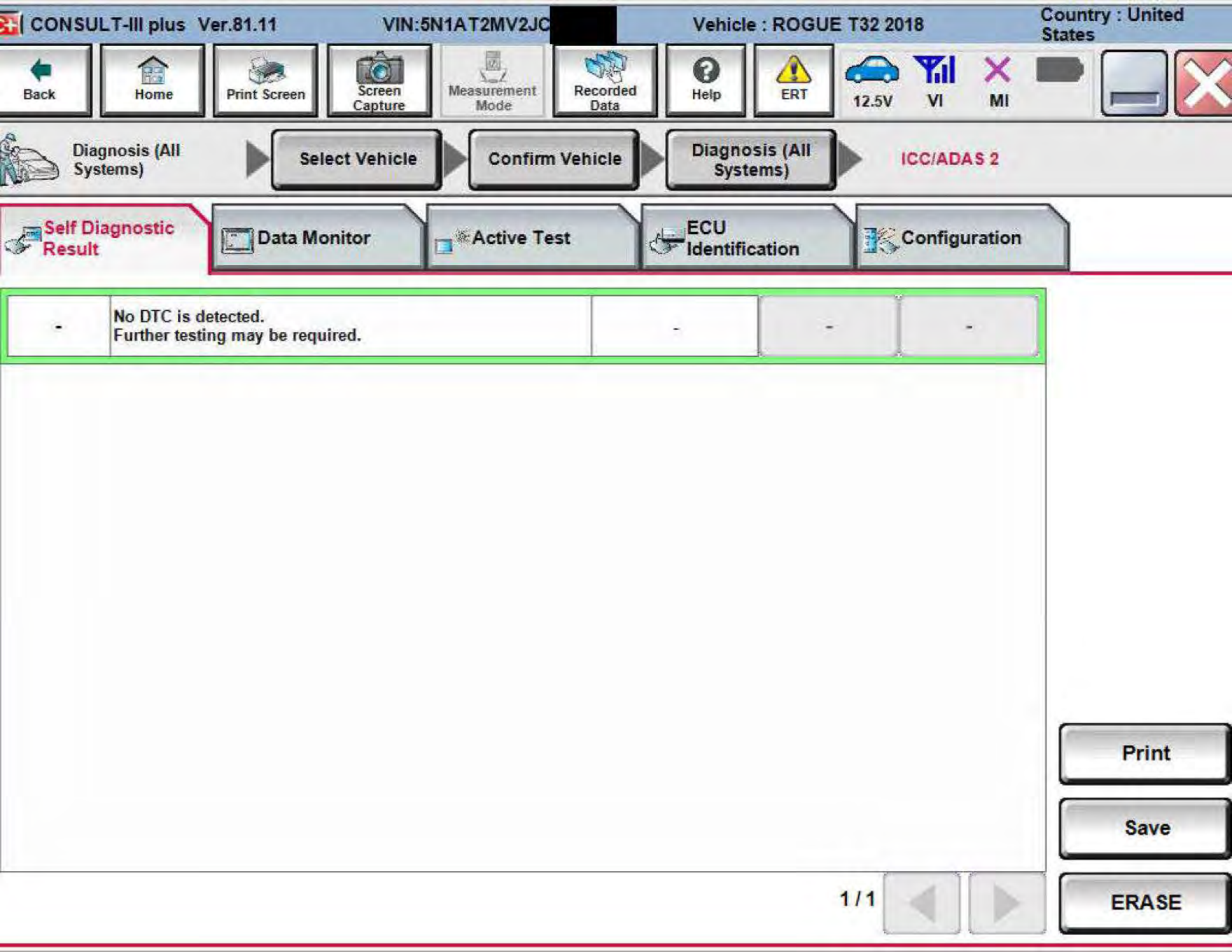

CONSULT-III plus Ver.81.11
VIN:5N1AT2MV2JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.5V
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Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
AUTO BACK DOOR
NO DTC
SIDE RADAR LEFT
NO DTC
SIDE RADAR RIGHT
NO DTC
CHASSIS CONTROL
NO DTC
ICC/ADAS 2
NO DTC
3ch CAN GATEWAY
NO DTC
HVAC
No support for All DTC
3 / 4
0 / 0
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.81.11
VIN:5N1AT2MV2JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
OCCUPANT DETECTION
No support for Self Diag
Print for Customer
Print
Save
4 / 4
0 / 0
ERASE


CONSULT-III plus Ver.81.11
VIN:5N1AT2MV2JC
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End


CONSULT-III plus Ver.81.11
VIN:5N1AT2MV2JC
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
286
mile
End


CONSULT-III plus Ver.81.11
VIN:5N1AT2MV2JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
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Print
Save
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1 / 1


CONSULT-III plus Ver.81.11
VIN:5N1AT2MV2JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.5V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS 2
Self Diagnostic Result
Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
1 / 1
ERASE



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Vehicle
5N1AT2MV2JC[redacted]

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

Vehicle Detail

THIS IS A JD POWER CUSTOMER, PLEASE TREAT WITH GREAT CARE.[SPECIAL HIGH-IMPACT CATEGORY: GROUP A MODEL LINE].

VIN	5N1AT2MV2JC[redacted]		
Last Modified By	Samaritan Potter, 5/24/2018 10:40 AM	Branded Title	
Created By	NNAETL, 2/23/2018 11:21 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	100	MSRP	$29,330
Latest Recorded Mileage Units	M		
In Service Date	4/28/2018		

Manufacturing Data

Make/Model	2018 NISSAN ROGUE	Manufacturer Date	2/23/2018
Model Year	2018	Plant Name	Smyrna (NMM)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22218	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	PEARL WHITE	Emissions Certification	
Cylinders	4	Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03E10L92Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS (SET OF 4-BLACK)), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), E10 (PREMIUM PAINT E10), L92 (FLOOR MATS (2PC FRONT, 2PC SEC), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brand
1	BASIC COVERAGE	4/28/2021	36,000				
2	POWERTRAIN COVERAGE	4/28/2023	60,000				
3	SEAT BELT	4/28/2028	999,999				
4	CORROSION COVERAGE (PERFORATION)	4/28/2023	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	4/28/2026	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	VRS[redacted]	[redacted]		NMAC lease	ROGUE	4/28/2018	

Vehicle Ownership

Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns Help

No records to display

Warranty Cases

Warranty Cases Help

No records to display

Cases

Print Cases

Cases Help

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
| Edit | Cls	[redacted]	CA	[redacted]	5/15/2018 8:28 AM		100	Open	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]								
	SRH[redacted]		I	4/26/2018	11	LLC NISSAN	5156	[redacted]	
	SRH[redacted]		I	4/2/2018	6	Gpb 8 LLC	5326	[redacted]	
	SRH[redacted]		I	3/23/2018	6		5326	[redacted]	
	SRH[redacted]		W	5/18/2018	335	[redacted]	5156	[redacted]	
	SRH[redacted]		I	5/15/2018	328	[redacted]	5156	[redacted]	
	SRH[redacted]		I	5/15/2018	328	[redacted]	5156	[redacted]	
	SRH[redacted]		W	5/15/2018	328	[redacted]	5156	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
2/23/2018 11:21 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	5/17/2018	[redacted]	[redacted]	[redacted]	NER	5/18/2018 9:00 AM	5/23/2018 4:06 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	5N1AT2MV4JC[redacted]
User	Michael Gorrill
Case Number	[redacted]
EDR Data Imaging Date	05/23/2018
Crash Date	
Filename	5N1AT2MV4JC[redacted]_ACM.CDRX
Saved on	Wednesday, May 23 2018 at 09:11:54
Imaged with CDR version	Crash Data Retrieval Tool 17.6
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.6
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r006

DTCs at Time of Retrieval

None

Hexadecimal Data

DID	Data
2001	00 02 1C 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF CC 0A 00 00 00 00
2002	00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
2003	00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
2004	00 00 00 02 1C 00 00 FF FF CC 0A 00 00 00 00
2006	00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
2019	00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01
201A	7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
201B	7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
201C	7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F

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

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
```

Disclaimer of Liability

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

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV4JC[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 Saratoga Springs State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2018 Model Name Rogue Mfg. Date 12/17 VIN 5N1AT2MV4JC[redacted]

Mileage 7,548 License # [redacted] State NY Country United States

Special equipment & accessories N/A

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

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

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information [redacted] Incident Date N/A Time N/A

Location of Incident (describe fully) Ushers Road and Long Kill Road in Clifton Park, NY.

Weather Conditions (Rain/Snow/Dry/Etc.) N/A

Vision obstruction (describe) N/A

Temperature at time of incident N/A Parking location prior to time of incident N/A

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV4JC[redacted]

Overnight temperature prior to incident: N/A
Length of time parked: N/A

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant):

Claimant stated that the first incident with the FEB was back on January 19th. Claimant stated that in January she was driving to work coming up over a hill approaching an intersection, the vehicle just beeped and the brakes started being applied, along with a grinding noise. Claimant stated that she was on Ushers Rd in Clifton Park area and approaching the Long Kill Road intersection. Claimant stated that the vehicle beeps in other locations but the vehicle has only applied the brakes like twice. Claimant stated that the other time the brakes were engaged was while she was going thru an intersection and a police car pulled out in front of her. Claimant stated that the FEB doesn't activate every time.

Claimant stated that there hasn't been any actual accidents. Claimant stated that she just started shutting the feature off. Claimant stated that when the feature beeps and the one time the brakes were actually applied no one was in front of her. Claimant stated that the vehicle has been at the DLR for 2 weeks now.

Claimant denies any prior collision repair.
Claimant denies any modifications or abuse of the vehicle.
Claimant denies any prior service or repairs.

Relation to Roadway (on-road, off-road, left side, right side): On-road.
Number of times incident occurred: 5

Driver Action (braking, steering, etc.): N/A

Special Circumstances: N/A

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

Vehicle Estimated Speed: 45mph
Source: Katherine Masterson
Posted Speed Limit: 45mph

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	FEB activates with no vehicles around.	Katherine Masterson

Add Allegation | Remove Allegation

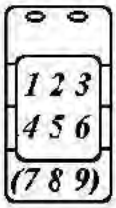
Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV4JC[redacted]

IV. Occupants & Injuries

Source of Information [redacted]

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



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

Address [redacted] Saratoga Springs, NY [redacted] Weight 135lbs

Location Incident Vehicle Seating Position 1 - Driver

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

Nature & Extent of Injuries N/A

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

Add Occupant | Remove Occupant

☐ No Occupants Comments No additional occupants.

V. Other Property Damage

☒ No Other Property Damage

Source of information Katherine Masterson

VI. Investigation Results

Date of vehicle inspection 5/23/2018

Location of inspection
Lia Nissan of Saratoga
2906 Route 9
Malta, NY 12020

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

**Note: No damage reported.

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

Photos taken by Michael Gorrill, NNA Northeast Region DTS # Photos 50

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV4JC[redacted]

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

Exterior/Body	**Note: Nothing remarkable noted.
Engine/ Transmission/ Drivetrain	**Note: Nothing remarkable noted.
Underbody/ Suspension/ Steering/ Wheels & Tires	**Note: Nothing remarkable noted.
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	**Note: Nothing remarkable noted.
Seat Belts/ Child Restraints (if applicable)	**Note: Nothing remarkable noted.
Air Bags	**Note: Nothing remarkable noted.

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

**Note: Google Maps of incident location attached. See folder: GoogleMaps.
**Note: Incident location Google Map Street view photos of incident location attached. See folder: GoogleMaps..
**Note: Monroney Label attached. See folder: Monroney Label.
**Note: CDR Data attached. CDR Data shows no event recorded. See folder: CDRData.
**Note: CIII+ All Systems Diagnosis shows no DTC's present or past. See Folder: CIII+ScreenImages.
**Note: ICC/ADAS, WORK SUPPORT, CAUSE OF AUTO-CANCEL 1, shows: NO RECORD. See Folder: CIII+ScreenImages.
**Note: ICC/ADAS, WORK SUPPORT, FEB OPERATION MILAGE, shows: No History. See Folder: CIII+ScreenImages.
**Note: ICC/ADAS, WORK SUPPORT, FEB DEFAULT SETTING, Current status, shows: ON. See Folder: CIII+ScreenImages.

**Note: DTS road tested the vehicle to the incident location. Upon approaching the incident location audible and visual warning was produced along with partial braking. No vehicles were present in the location when the incident was duplicated.
**Note: Subsequent passes (15x) through the incident location failed to duplicate the incident. The vehicle was driven a total of 28 miles during the inspection.

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	FEB activates with no vehicles around.	1. CDR Data shows no event recorded. 2. CIII+ All Systems Diagnosis shows no DTC's present or past. 3. ICC/ADAS, WORK SUPPORT, CAUSE OF AUTO-CANCEL 1, shows: NO RECORD. 4. ICC/ADAS, WORK SUPPORT, FEB OPERATION MILAGE, shows: No History. 5. ICC/ADAS, WORK SUPPORT, FEB DEFAULT SETTING, Current status, shows: ON. 6. DTS road tested the vehicle to the incident location. Upon approaching the incident location audible and visual warning was produced along with partial braking. No vehicles were present in the location when the incident was duplicated.

Add Row | Remove Row

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

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV4JC[redacted]

Reporter's Signature *Michael Gorrill*

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

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN 5N1AT2MV4JC[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	**Note: Monroney Label attached. See folder: Monroney Label.

II. Diagnostic Download and EDR Data

Instructions:

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

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

Incident Investigation

CAR # [redacted]
Claimant
VIN 5N1AT2MV4JC[redacted]

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

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
○	○	Obstructions to camera? (ie. dirt, stickers, etc.)	**Note: Vehicle not equipped with Lane Camera.
○	○	Physical damage to camera? (ie. cracks)	**Note: Vehicle not equipped with Lane Camera.
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	**Note: No obstructions to radar sensor unit. See photos: IMG(29-37).
○	◉	Physical damage to radar sensor units? (ie. cracks)	**Note: No physical damage to radar sensor unit. See photos: IMG(29-37).
◉	○	Electrical connection to radar module firmly seated?	**Note: Electrical connection to radar module firmly seated. See photos: IMG(33-37).
○	○	Electrical connection to camera module firmly seated?	**Note: 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.



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 [10] | Case Categorizations [1] | Open Activities [0] | Activity History [3] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [11] | 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	[redacted]amantha Dixon [Change]
Home Phone	[redacted]	Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	5/18/2018 9:12 AM
Letter Received Date		Date/Time Closed	
Follow Up Date	6/8/2018	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	Lia Nissan of Saratoga
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,000		

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	5N1AT2MV4JC[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22218	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	LIA NISSAN OF SARATOGA	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	.....

Related Items

Approved Check Requests	$0.00	VCAN	
IIR	F59615	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?	D - Dealership	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: 5N1AT2MV4J[redacted]		
Created By	Dimitry Izvuk, 5/18/2018 9:12 AM	Root Cause Code	SDIN
Last Modified By	Samantha Dixon, 5/25/2018 10:22 AM	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 Private	✓	**Created By: Samantha Dixon (5/25/2018 10:21 AM)** ARBS received email from DTS advising that report has been uploaded to FTP follow up with PL in 10 business days.
Make Private	✓	**Created By: Samantha Dixon (5/22/2018 2:28 PM)** ARBS made outbound call to LIA NISSAN spoke to Service manager Jim ARBS advised that C has contacted NNA alleging a defect with the FEB in the veh and is requesting an inspection of the veh. ARBS advised that DTS will be out to the DLR tomorrow to complete the inspection. SM Jim understood. call ended mutually
Make Private	✓	**Created By: Samantha Dixon (5/22/2018 2:24 PM)** ARBS made outbound call to C[redacted]. ARBS advised that NNA is able to do the inspection tomorrow 5/23 and the DTS may give the c a call to discuss the incident in more detail c stated that c is in a long meeting for work tomorrow morning but can call the DTS back if C misses the call. ARBS understood. ARBS advised that ARBS will follow up with c once the inspection results are available which is typically 2-4 weeks after the inspection is completed. c understood. call ended mutually
Make Private	✓	**Created By: Samantha Dixon (5/22/2018 10:31 AM)** ARBS submitted DTS request
Make Private	✓	**Created By: Samantha Dixon (5/22/2018 10:30 AM)** ARBS made outbound call to C[redacted] ARBS requested 20-30 mins to speak about case. c stated that the first incident with the FEB was back in January 19th. c stated that in January was driving to work coming up over a high approaching an intersection, the veh just beeped and the brakes started being applied. c stated that c was on Ushers Rd in Clifton Park area and the longhill rd intersection. c stated that the veh beeps at c in other locations but the veh has only applied the brakes like twice. c stated that the other time the brakes were engaged was while c was going thru an intersection and a police car pulled out in front of c. c stated that there hasnt been any actual accidents. c stated that c just started shutting the feature off. c stated that when the feature beeps and the one time the brakes were actually applied no one was in front of c. c stated that the veh has been at the DLR for 2 weeks now. c stated that the FEB doesnt activate every time c confirmed veh location at: LIA NISSAN OF SARATOGA 2906 ROUTE 9 MALTA, NY 12020 c stated that c loves the veh and would prefer to not get rid of the veh but c is about ready to get rid of the veh because the FEB is not working. c stated that if the veh is repaired then c will keep the veh. c stated that if the veh doesnt get repaired c will pursue lemon law. ARBS advised that NNA would be interested in inspecting the veh. ARBS explained the process is 6-8 weeks, 2-4 weeks for the inspection to be completed and 2-4 weeks for inspection results to be completed. ARBS advised that that NNA doesnt offer rental/loaner assistance, towing, storage fees or anything financial. c understood. ARBS advised that ARBS will follwo up with c and the DLR when the inspection will take place.

c understood.

call ended mutually

Make Private

Created By: Samantha Dixon (5/21/2018 2:57 PM)
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Make Public

Created By: Samantha Dixon (5/21/2018 2:17 PM)
C contacted CA for Forward Emergency Braking concerns.

Created By: Kelsey Christiansen (5/21/2018 1:06 PM)
RCAS-KC placed outbound call to Customer at[redacted]
RCAS-KC VERIFIED C's name, home & email address, concern, and phone.
RCAS-KC ADVISED "This call may be recorded for quality and training purposes."

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

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

Make Private

RCAS-KC apologized for the inconvenience this has all been.

RCAS-KC advised that there is not an update at this point but engineering is still working on getting one out.

RCAS-KC advised of asking a few other detailed questions to get a better understand of the situation C had had and someone will contact C to discuss further.

RCAS-KC advised of someone contacting C within the next few business days to discuss concerns in more detail.

RCAS-KC asked when the best time for C is to discuss.

C stated Tuesday or Thursday or Friday in the afternoon.

C declined further information.

Call ended mutually.

Make Public

Created By: Dimitry Izyuk (5/18/2018 9:19 AM)
****CASE SUMARY****

C contacted NNA CA requesting update on software update for VEH

CRR-DI transfering case to RCAS

Created By: Dimitry Izyuk (5/18/2018 9:18 AM) | Last Modified By: Kelsey Christiansen (5/18/2018 12:10 PM)
CRR-DI VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-DI VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History
CRR-DI CHECKED for open recalls/campaigns and found:0
CRR-DI CHECKED for previous UNRELATED Case(s) and found:0
CRR-DI CHECKED previous RELATED Case(s) and found:0
CRR-DI NOTED concern is: when VEH software will be available

CRR-DI received inbound call from C

C stated C owns 2018 Rogue
C stated C took VEH to DLRSHP for software upgrade
C stated C still no answer when update will be available
C stated C asking when update will be available
C stated C VEH was 2 weeks at DLRSHP LIA NISSAN OF SARATOGA
C stated C DLRSHP gave rental VEH

CRR-DI asked C to be put on 2-3 min hold

Make Private

C agreed

CRR-DI thanked C for holding
CRR-DI advised C that CRR-DI will transfer case to RCAS

C understood

CRR-DI asked C if there is anything else C can assist with

C declined

CRR-DI thanked C for calling NNA AC
CRR-DI provided C with Case # Agent ID and NPS
CRR-DI informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 5/21/2018 regarding the C concern

C understood and appreciated the assistance

Best Contact #:[redacted]
Call ended mutually

Case Categorizations

New Case Categorization | Case Categorizations Help

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

Open Activities

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

No records to display

Activity History

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

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Follow Up[redacted]: LIA NISSAN OF SARATOGA			5/24/2018	Samantha Dixon		Complete	5/22/2018 2:48 PM
Edit | Del	DTS Reques[redacted] LIA NISSAN OF SARATOGA			5/24/2018	Michael Gorrill		Complete	5/22/2018 10:51 AM
			[redacted]		Samantha			

Edit | Del IIR [redacted] 5/22/2018 Dixon Complete 5/21/2018 3:32 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	Kelsey Christiansen, 5/21/2018 1:07 PM	5/21/2018			5N1AT2MV4JC[redacted]	

DTS Field Inspections — DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	5/23/2018 9:00 AM	[redacted]	[redacted]	Completed

Attachments Attach File — Attachments Help

No records to display

Case History — Case History Help

Date	User	Action
5/25/2018 10:22 AM	Samantha Dixon	Changed **Follow Up Date** from 5/30/2018 to **6/8/2018**.
5/22/2018 2:27 PM	Samantha Dixon	Changed **Subject** from CUSTOMER[redacted] PHONE: [redacted] VIN: 5N1AT2MV4JC[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV4JC**[redacted].
		Changed **Follow Up Date** from 5/24/2018 to **5/30/2018**.
5/21/2018 2:18 PM	Samantha Dixon	Changed **Case Owner** from Kelsey Christiansen to **Samantha Dixon**.
5/21/2018 2:17 PM	Samantha Dixon	Changed **Description**.
5/21/2018 1:07 PM	Kelsey Christiansen	Changed **Follow Up Date** from 5/21/2018 to **5/24/2018**.
5/18/2018 9:20 AM	Dimitry Izyuk	Changed **Escalated By ID** to [redacted]
		Changed **Case Owner** from Dimitry Izyuk to **Kelsey Christiansen**.
5/18/2018 9:12 AM	Dimitry Izyuk	Changed **VIN** to **5N1AT2MV4JC**[redacted].
		Changed **Subject** to **CUSTOMER**[redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV4JC**[redacted].
		Created.

Emails Send an Email — Emails Help

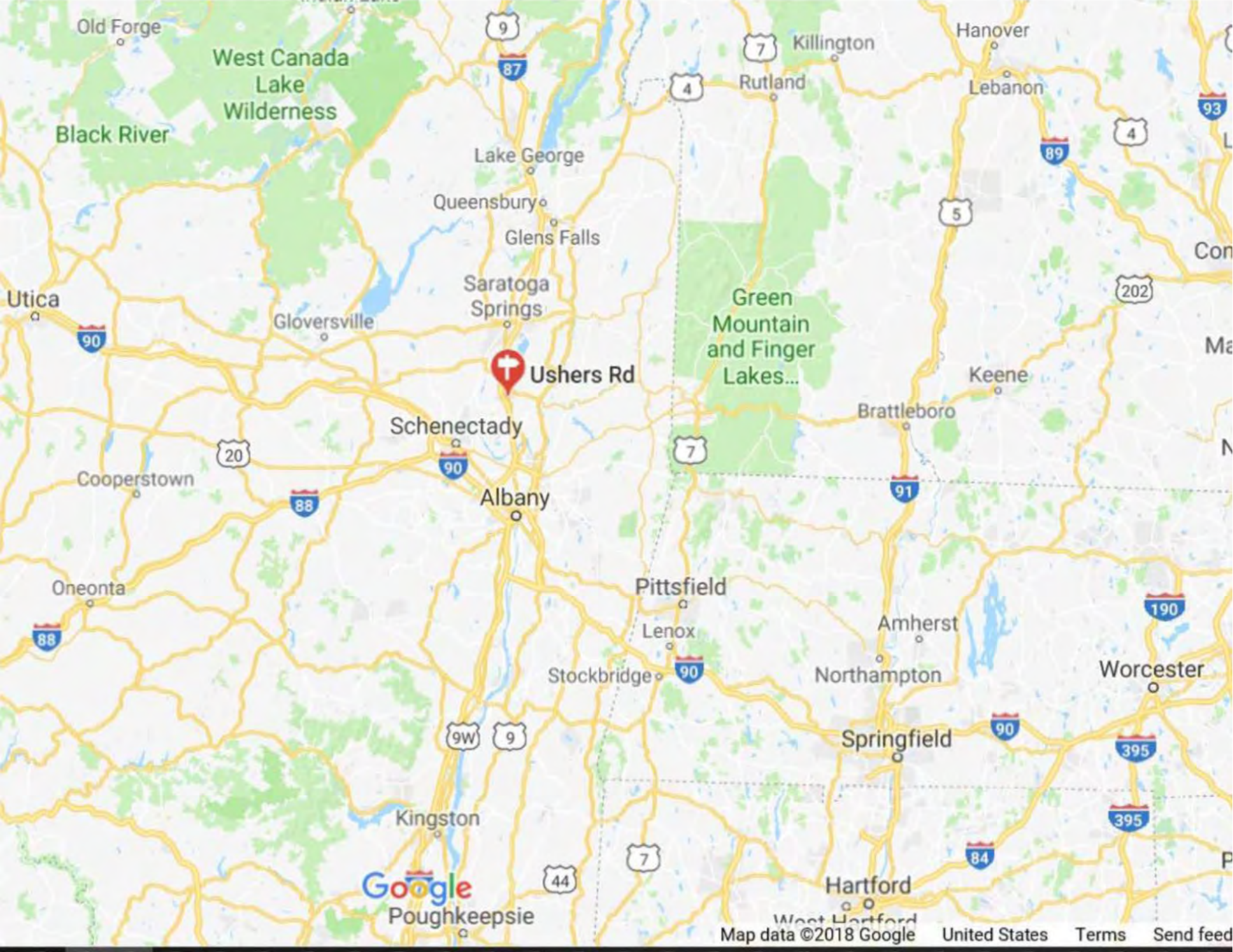
No Emails Available

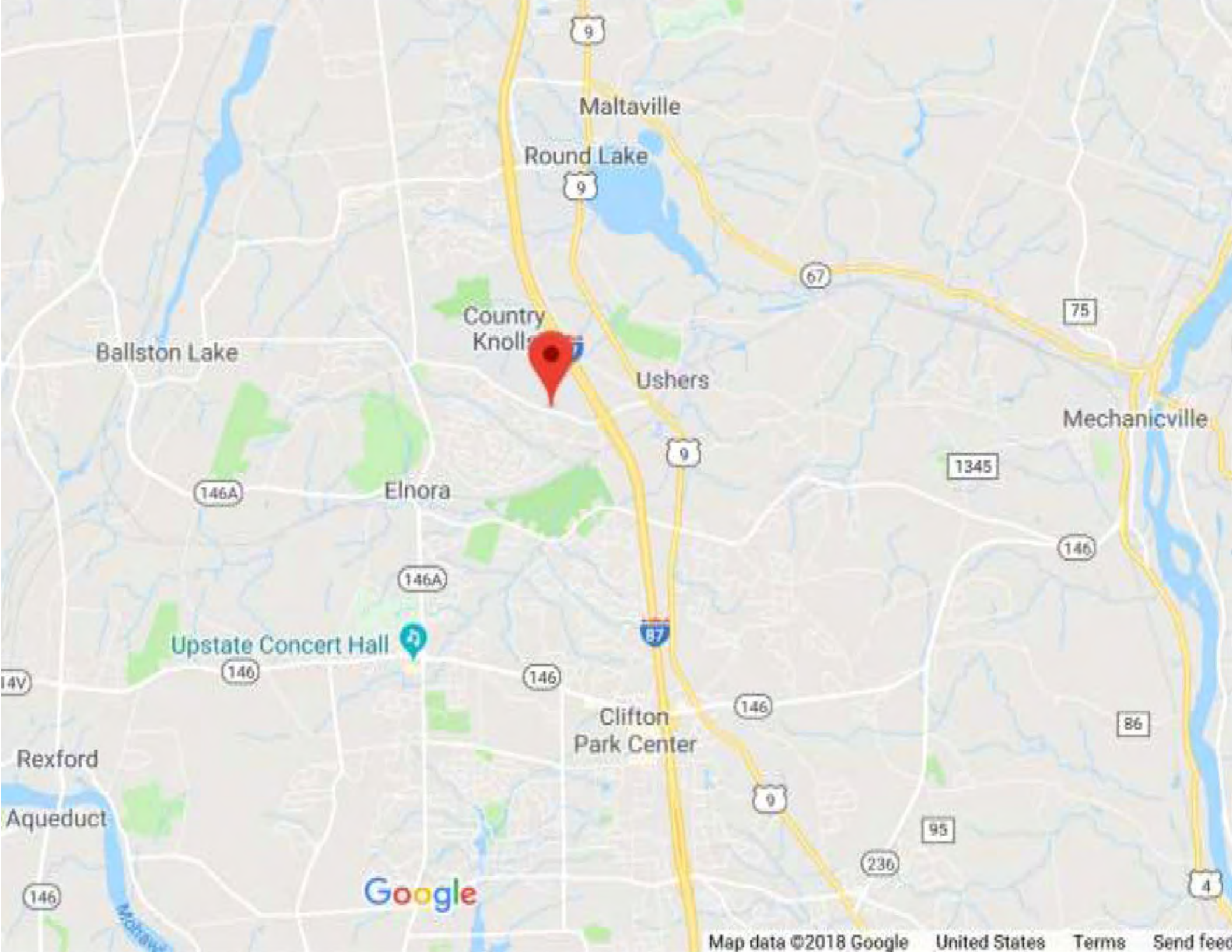
Back To Top — Always show me fewer / more records per related list

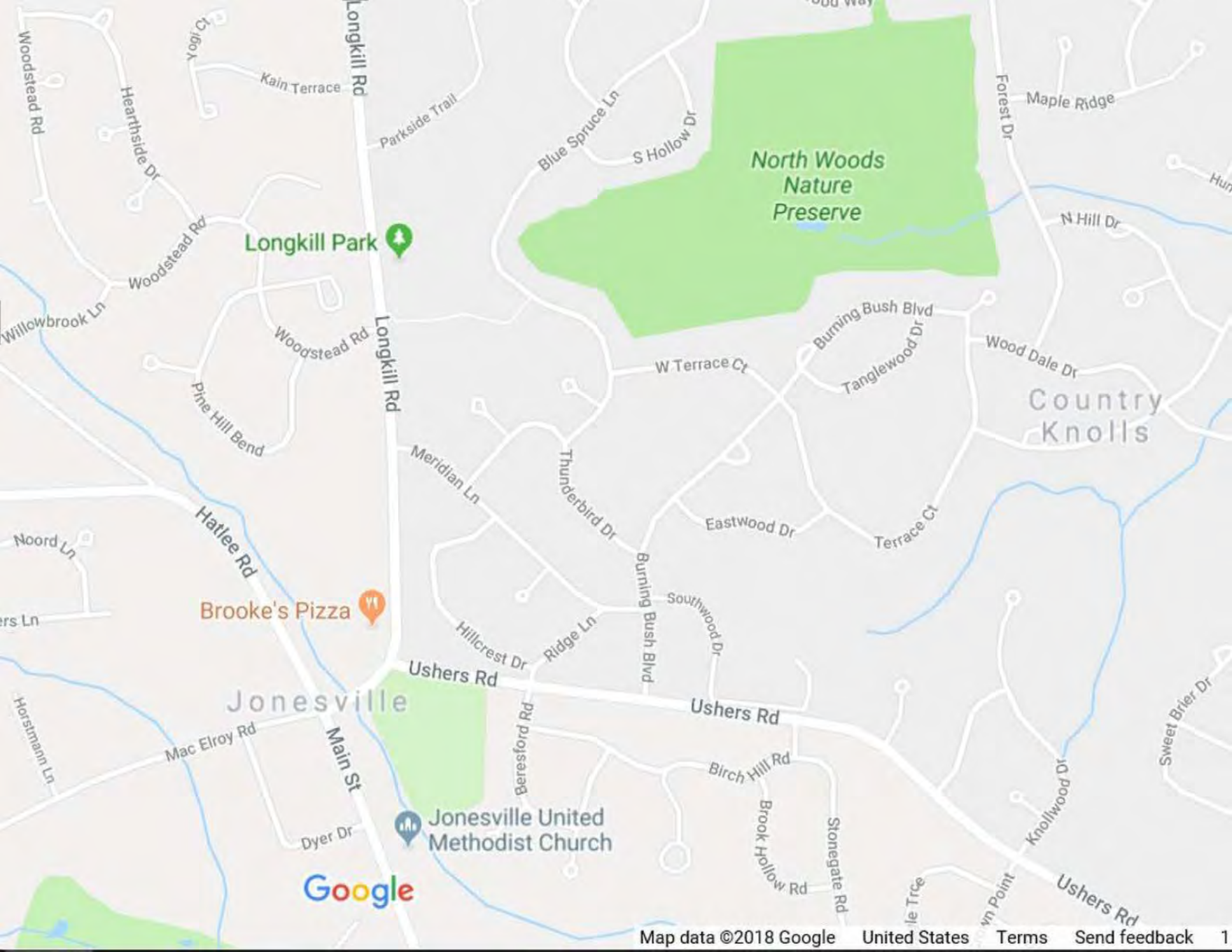
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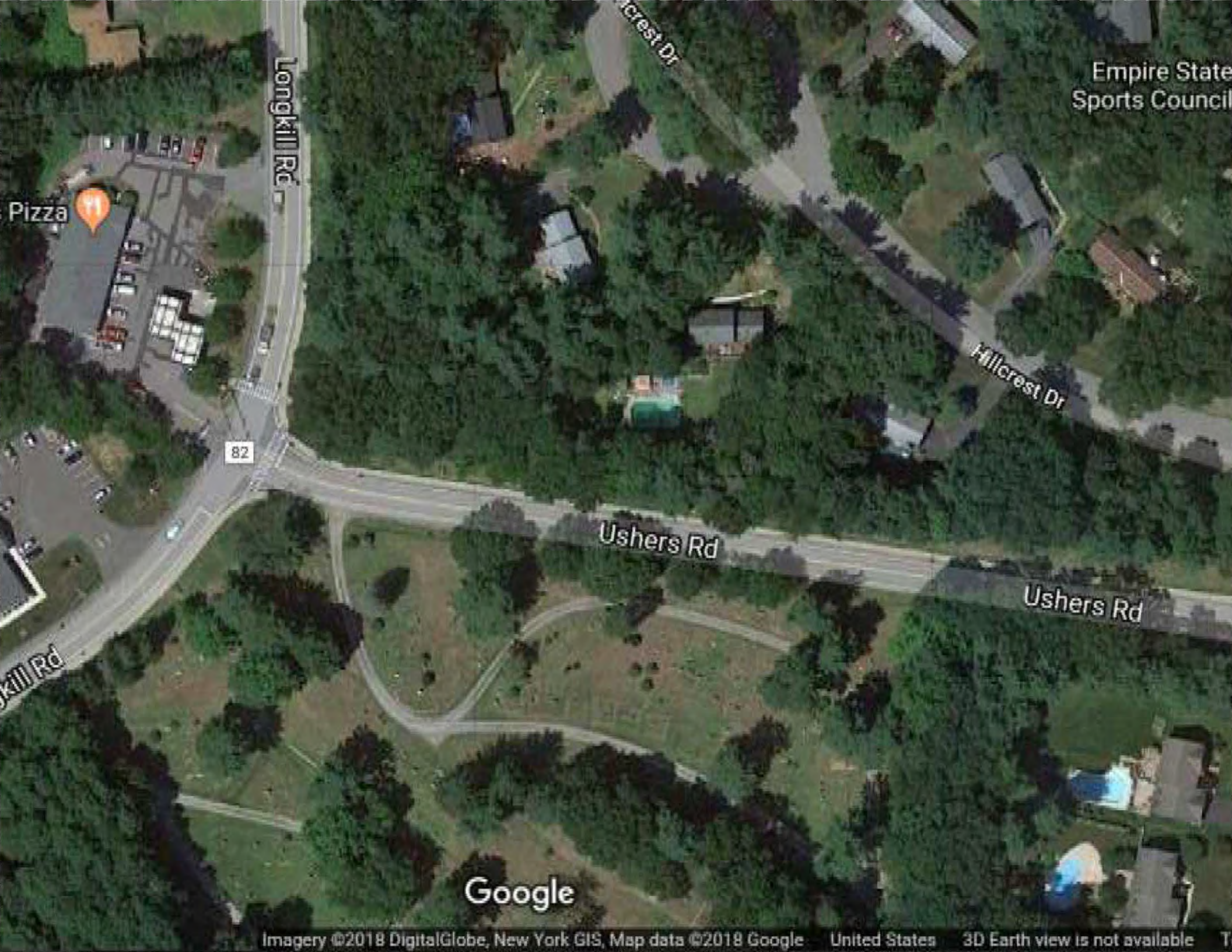

Ushers Rd
Google
Image capture: Jul 2017


Algonquin Provincial Park
Ottawa
Montreal
Sherbrooke
Fredericton
Saint John
MAINE
Ushers Rd
VERMONT
Kingston
Toronto
issauga
Rochester
Buffalo
NEW YORK
Portland
Ushers Rd
Albany
MASSACHUSETTS
Providence
CONNECTICUT
RI
PENNSYLVANIA
New York
urgh
Philadelphia
MARYLAND
NEW JERSEY
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Old Forge
West Canada Lake Wilderness
Black River
Lake George
Queensbury
Glens Falls
Saratoga Springs
Utica
Gloversville
Ushers Rd
Schenectady
Albany
Cooperstown
Oneonta
Green Mountain and Finger Lakes...
Killington
Rutland
Hanover
Lebanon
Keene
Brattleboro
Pittsfield
Lenox
Stockbridge
Amherst
Northampton
Worcester
Springfield
Kingston
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Maltaville
Round Lake
Country Knolls
Ballston Lake
Ushers
Mechanicville
Elnora
Upstate Concert Hall
Clifton Park Center
Rexford
Aqueduct
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Woodstead Rd
Hearthside Dr
Kain Terrace
Longkill Rd
Parkside Trail
Blue Spruce Ln
S Hollow Dr
North Woods Nature Preserve
Forest Dr
Maple Ridge
N Hill Dr
Longkill Park
Woodstead Rd
Willowbrook Ln
Woodstead Rd
Longkill Rd
Burning Bush Blvd
Tanglewood Dr
Wood Dale Dr
W Terrace Ct
Country Knolls
Pine Hill Bend
Meridian Ln
Thunderbird Dr
Eastwood Dr
Terrace Ct
Hatlee Rd
Noord Ln
Brooke's Pizza
Burning Bush Blvd
Southwood Dr
Hillcrest Dr
Ridge Ln
Ushers Rd
Jonesville
Ushers Rd
Horstmann Ln
Mac Elroy Rd
Main St
Beresford Rd
Birch Hill Rd
Sweet Brier Dr
Jonesville United Methodist Church
Dyer Dr
Brook Hollow Rd
Stonegate Rd
Knollwood Dr
Ushers Rd
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Empire State
Sports Council
Longkill Rd
Pizza
82
Hillcrest Dr
Ushers Rd
Ushers Rd
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United States
3D Earth view is not available


Ushers Rd
Google
Image capture: Jul 2017


Ushers Rd
Google
Image capture: Jul 2017


10:11 AM
70 °F
75 MPH
Fuel Economy 1
Average 27.2 MPG
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RPMx1000
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220 km/h
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5N1AT2MV4JC


MFD BY NISSAN MOTOR CO., LTD.
DATE: 12/17
GVWR: 2141 KG
4720 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.
5N1AT2MV4JC
MPV 401
MODEL: TDBNLQW T32EUA-----
COLOR: DAL TRIM: G ZS30A


NEW YORK
[redacted]
12/25/19
12
5N1AT2MV4JC[redacted]
2018 NISSA SUBN
HWU5060 PAS 8 G
19
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VEHICLE REGISTRATION
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NEW YORK STATE
SAFETY
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NISSAN




Express
Service


ROGUE


NISSAN
ROGUE
SV AWD


SV AWD














ROGUE



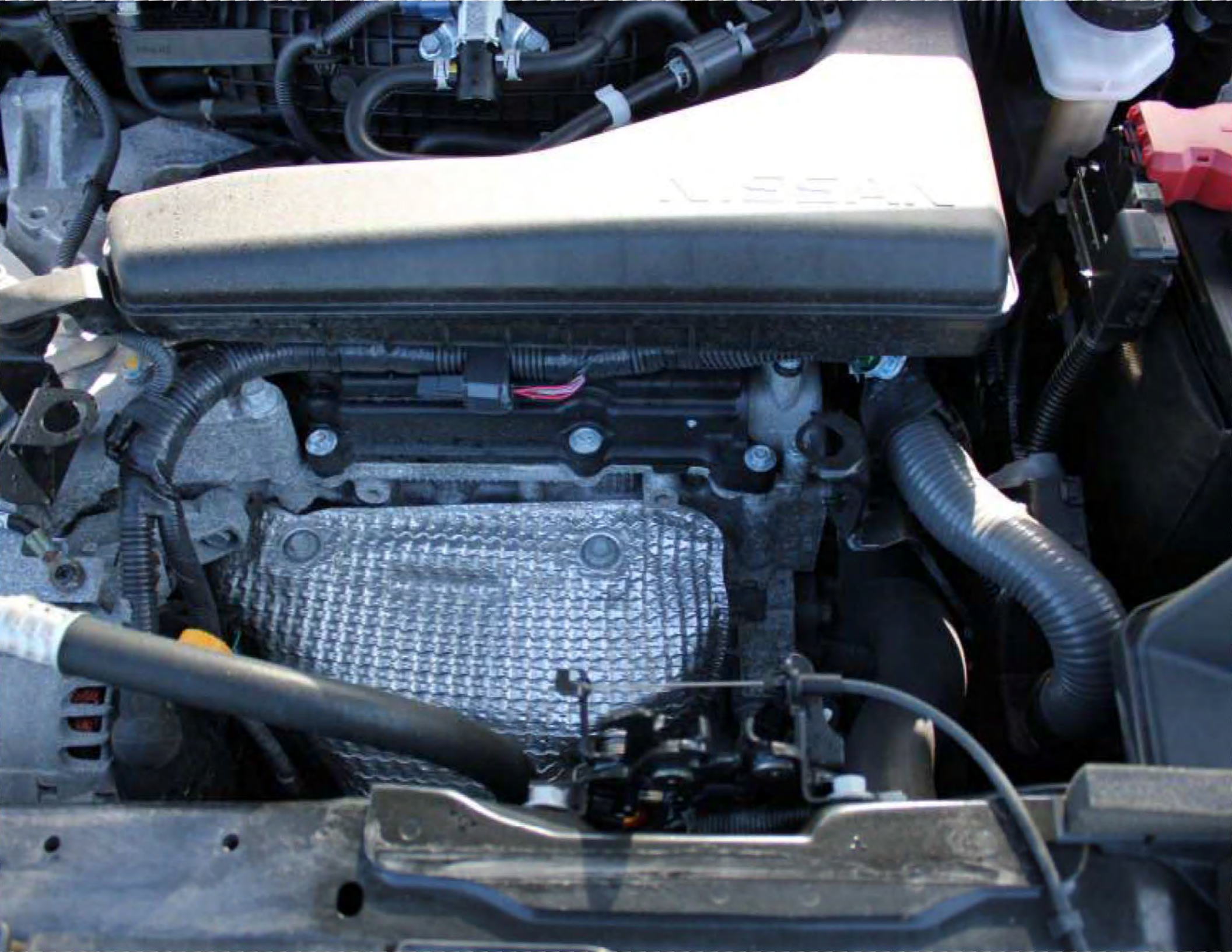


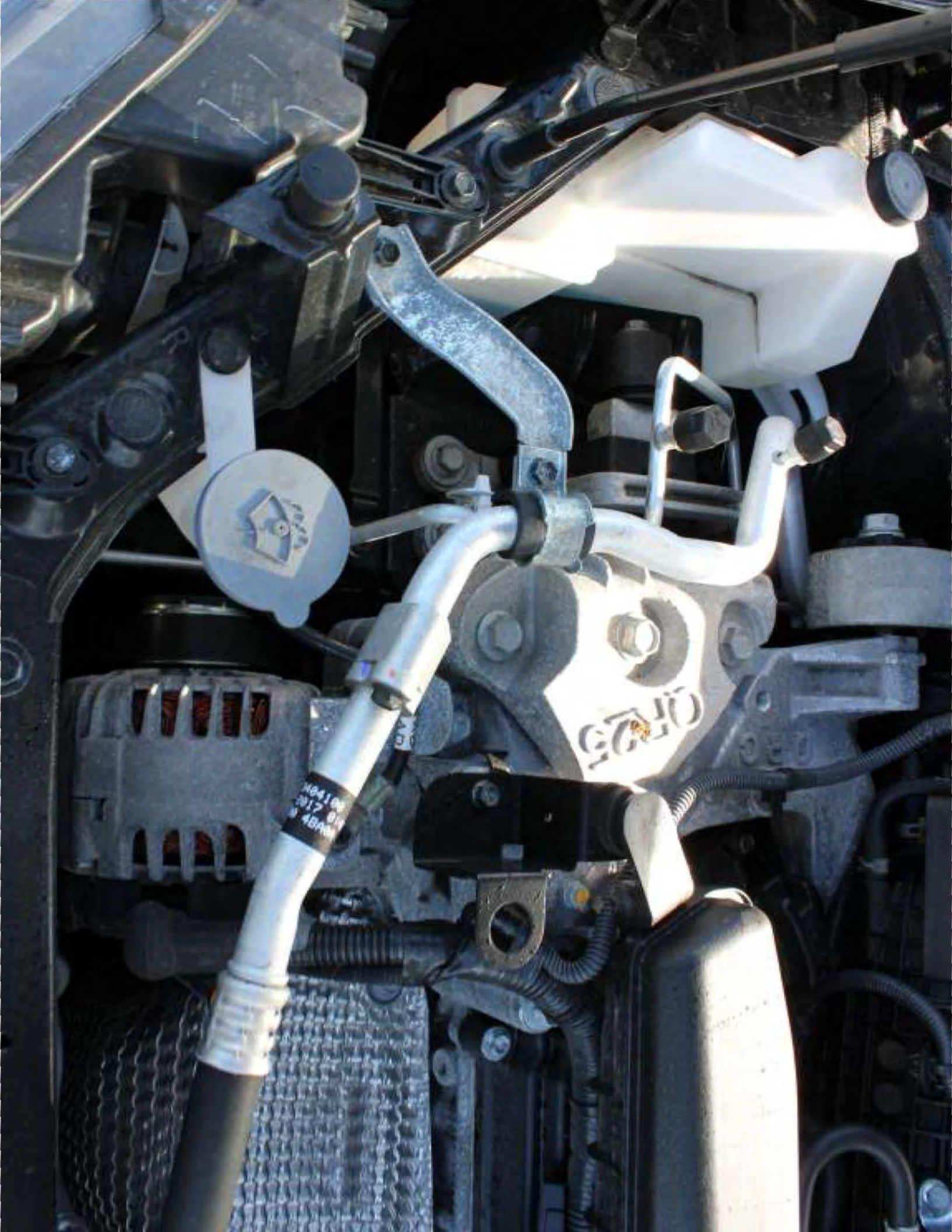




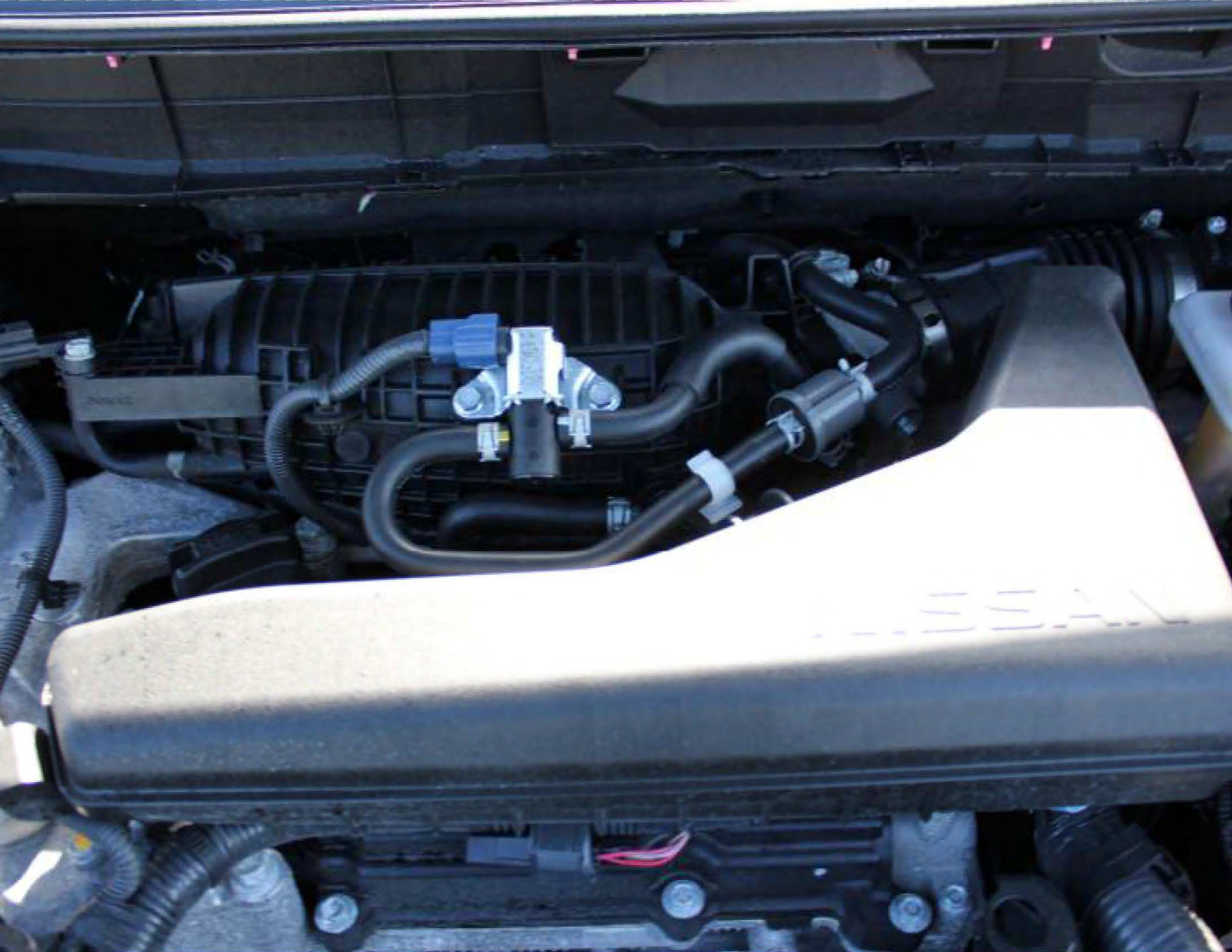





NISSAN








DANGER/POISON
DANGER/POISON

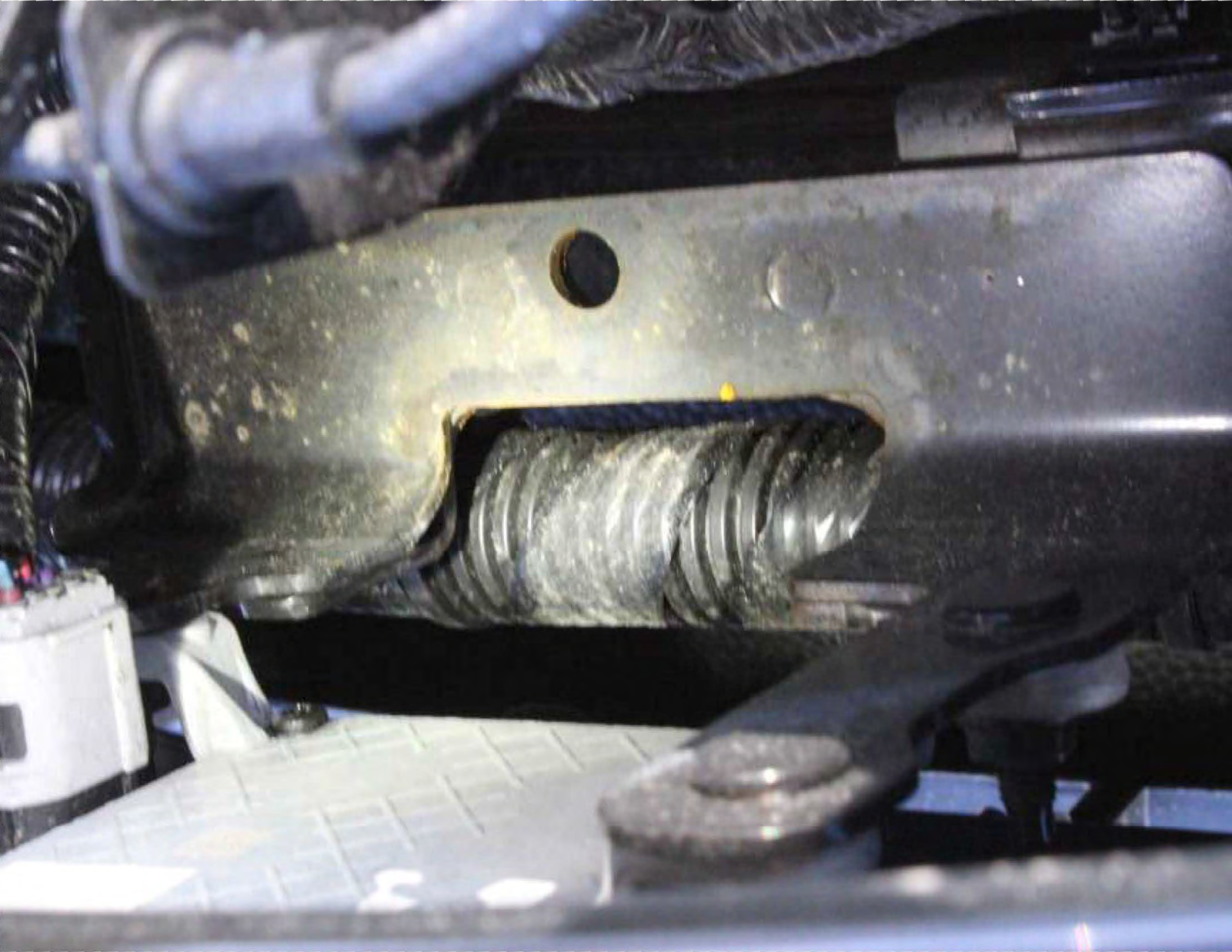

NISSAN

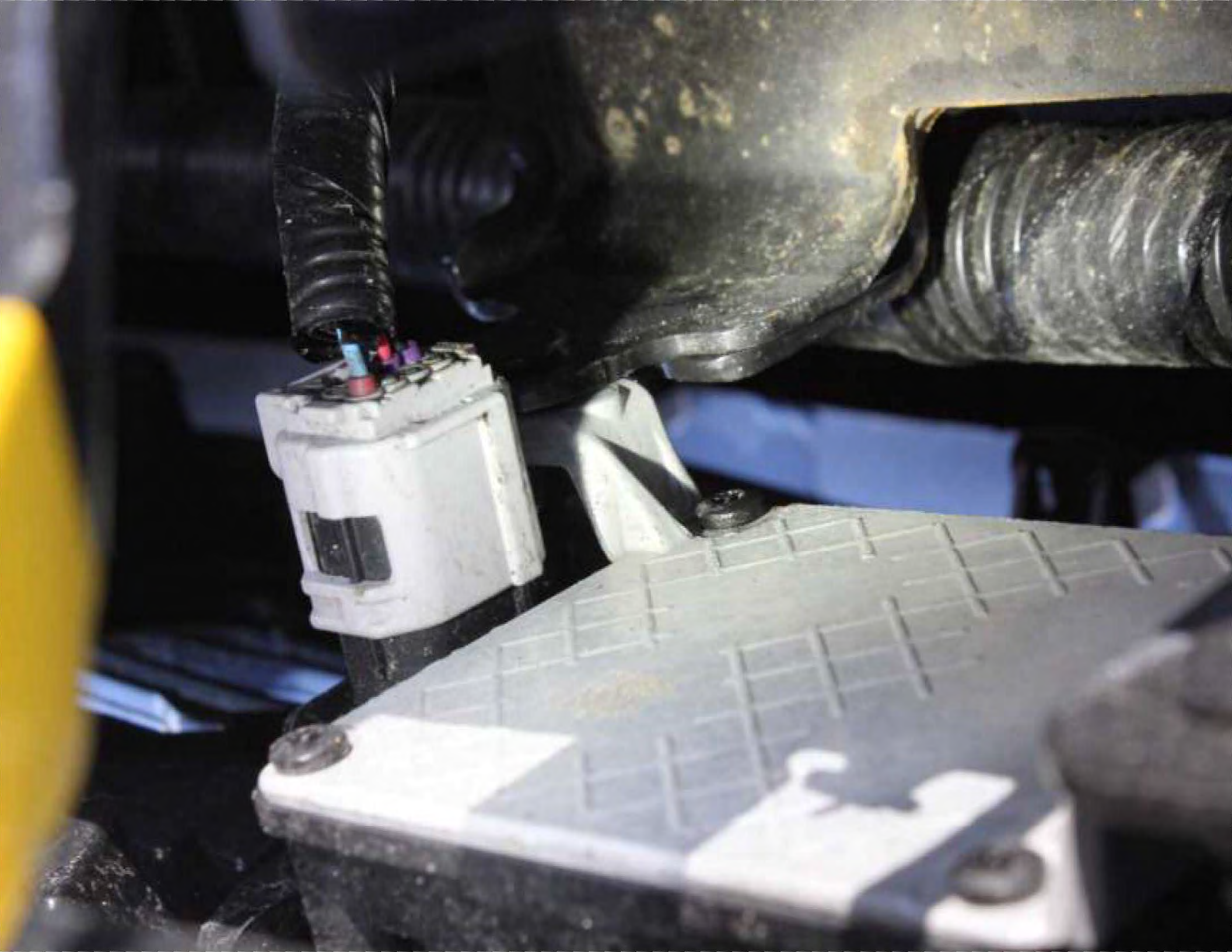

NISSAN


NISSAN












9:02 AM
63 °F
Settings
Driver Assistance
Clock
Meter Settings
Vehicle Settings
Maintenance
Alarm
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137
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RPMx1000
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9:02 AM
63 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
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9:02 AM
63°F
Driving Aids
Emergency Brake
Blind Spot
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9:02 AM
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Blind Spot
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9:03 AM
63 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
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9:03 AM
63 °F
Parking Aids
Cross Traffic
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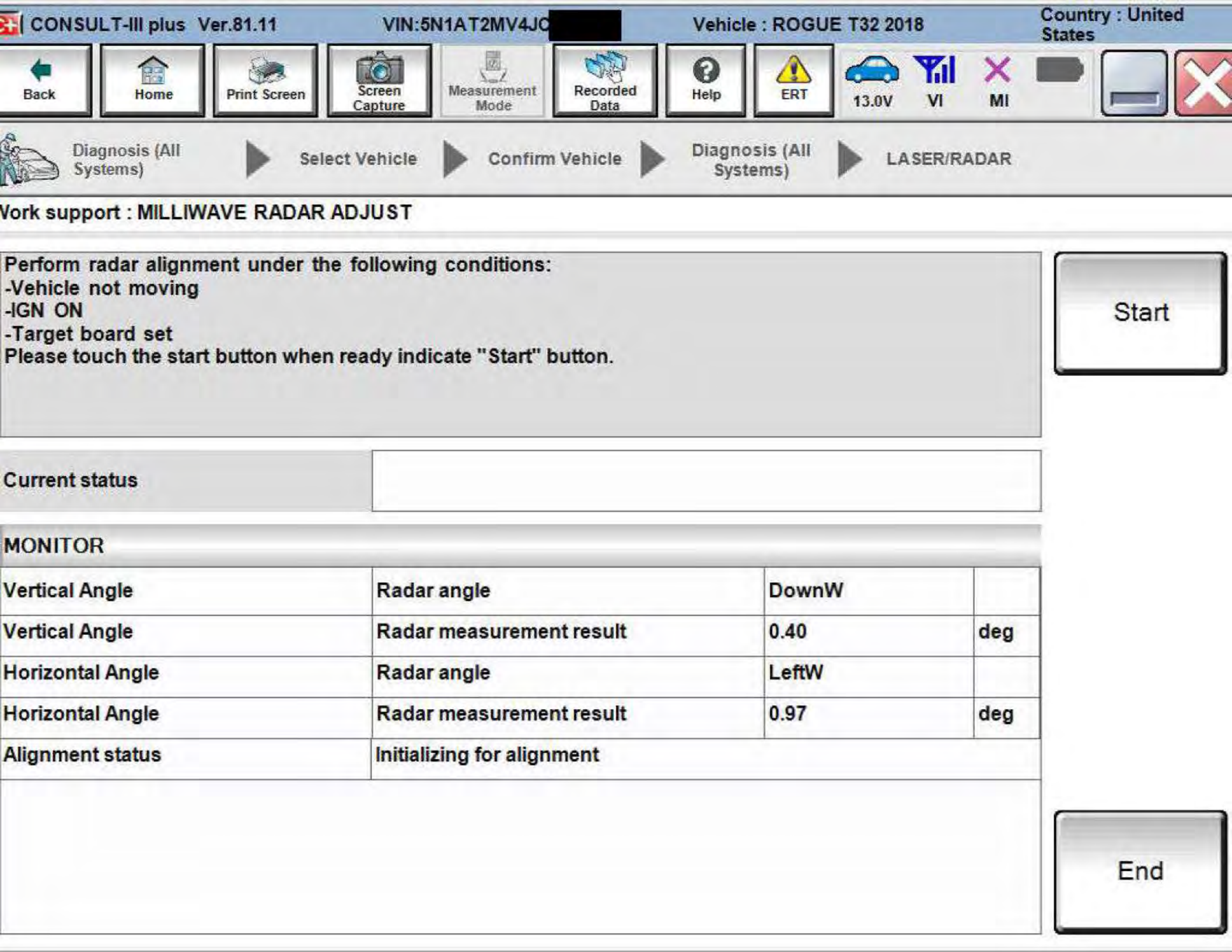

9:03 AM
63 °F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
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RPMx1000
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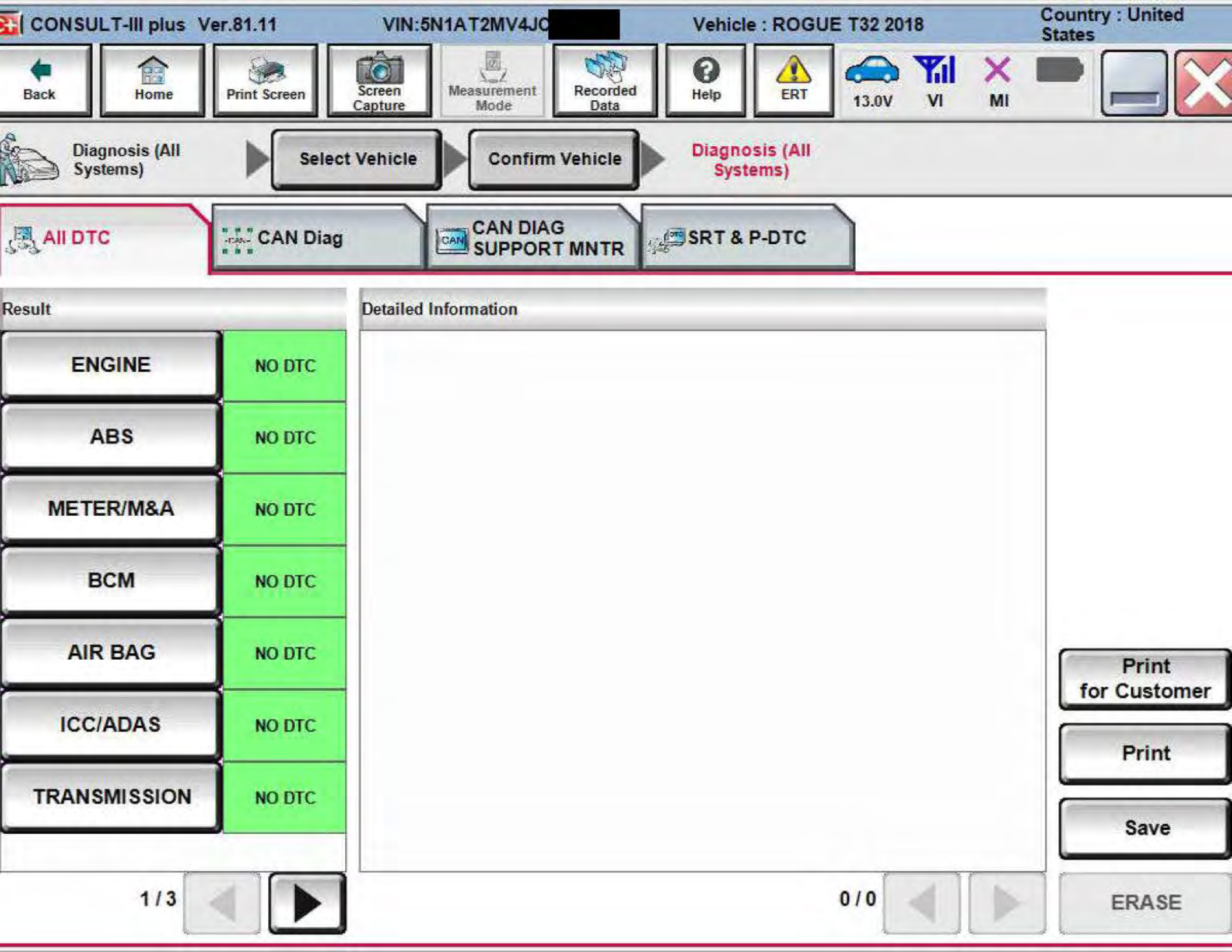

9:03 AM
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Chassis Control
Trace Control
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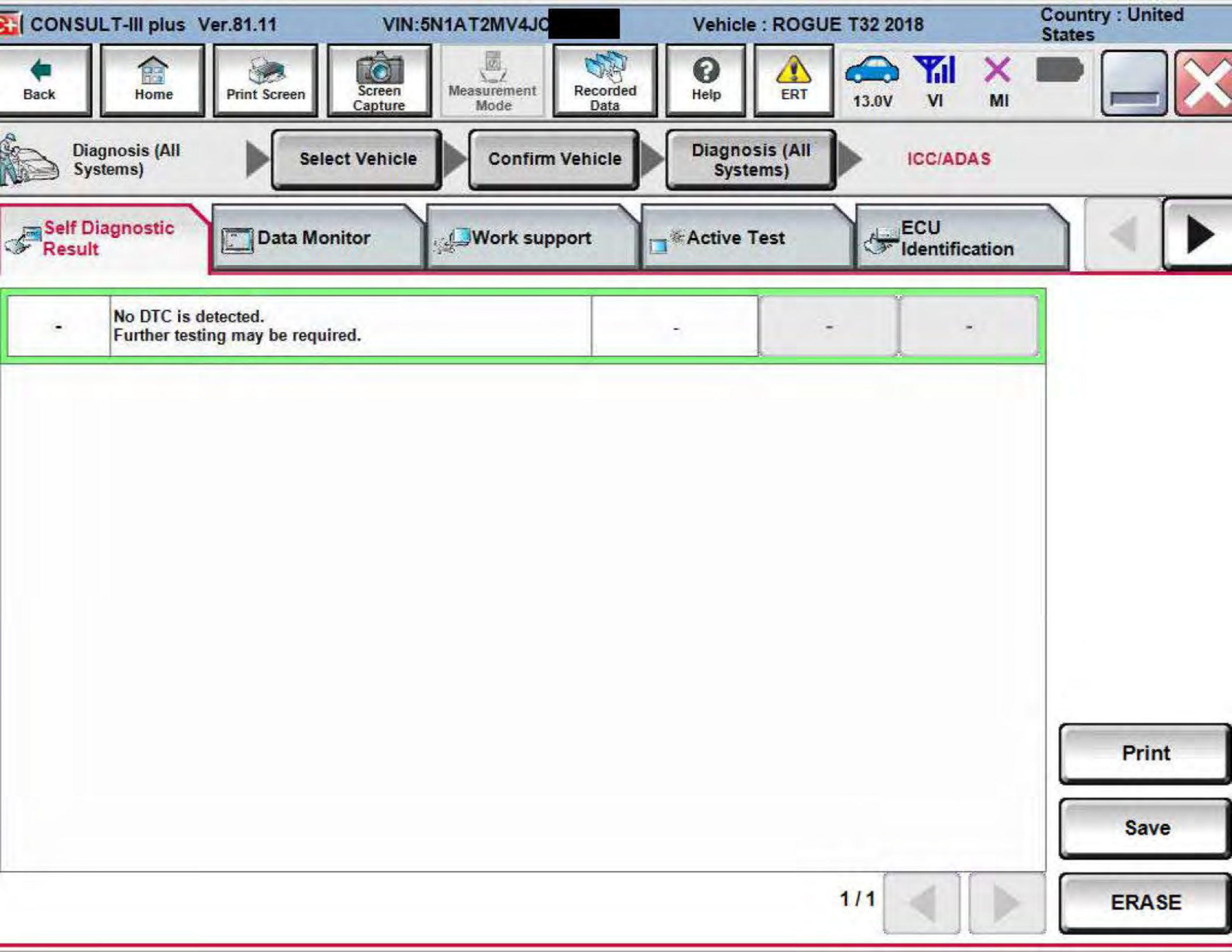

9:04 AM
MPG
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20
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Current 27.0
Best 31.2
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RPM x1000
MPH
km/h

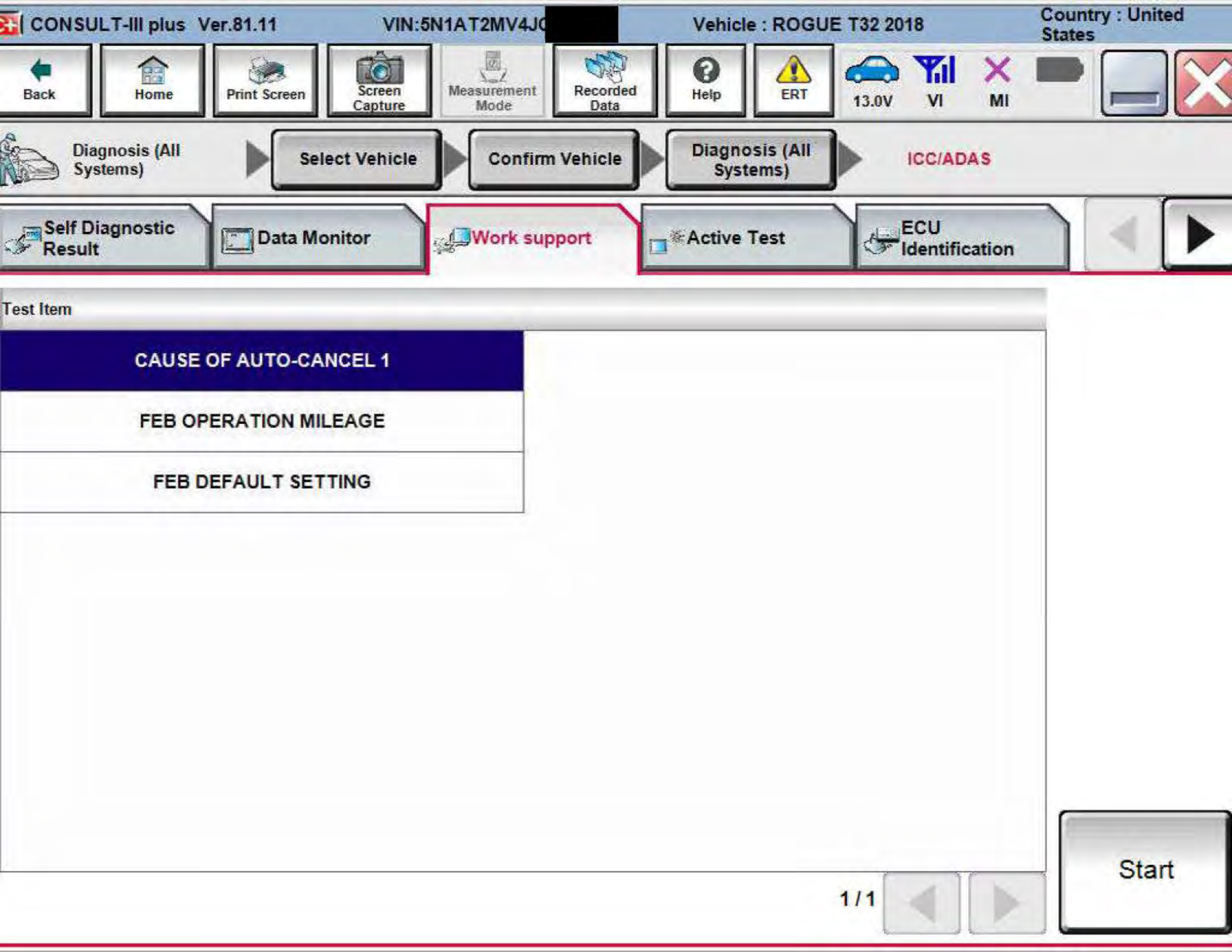

RPM x1000
ABS
BRAKE
MPH
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80
100
120
140
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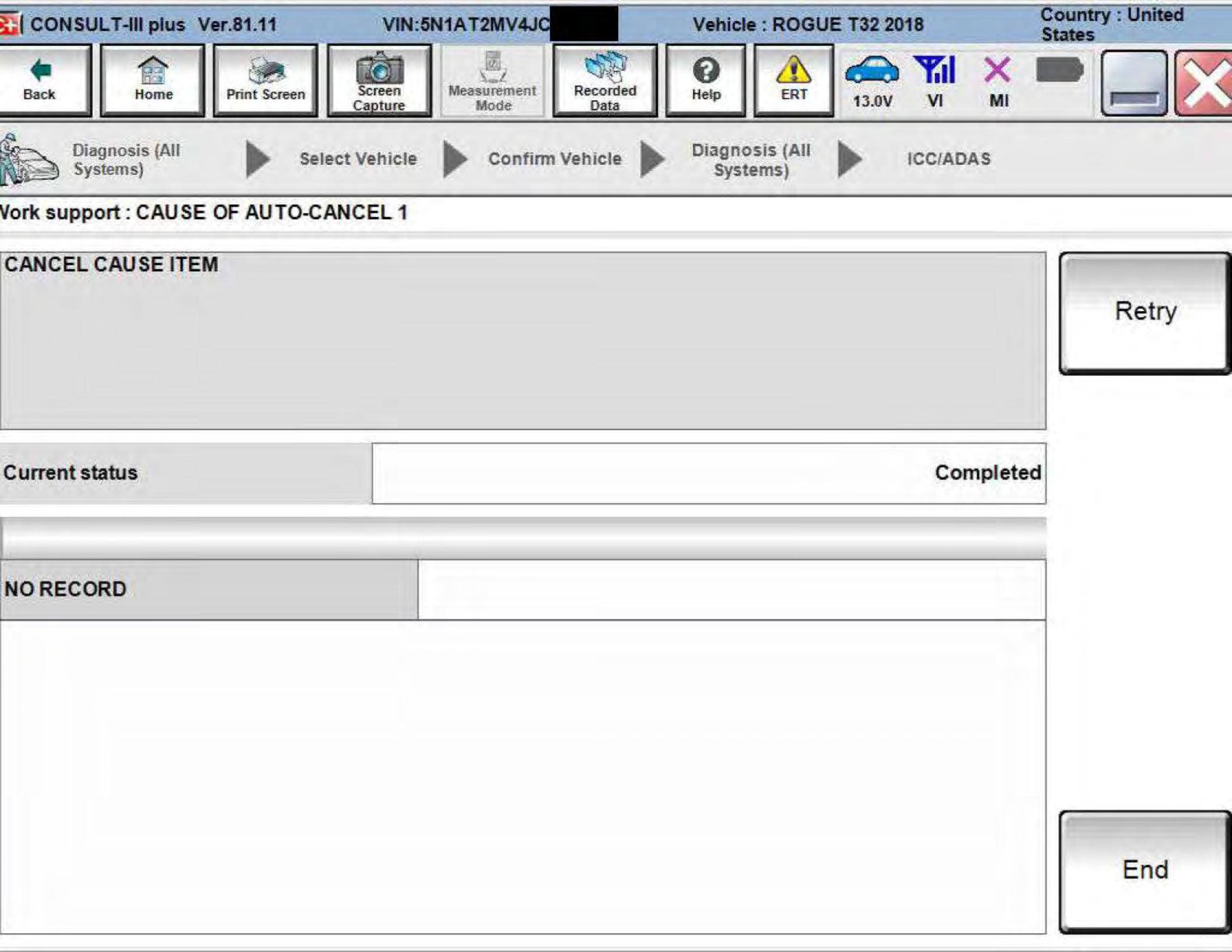

9:04 AM
63°F
Safety Shield
P
136
7548miles
RPMx1000
MPH
km/h

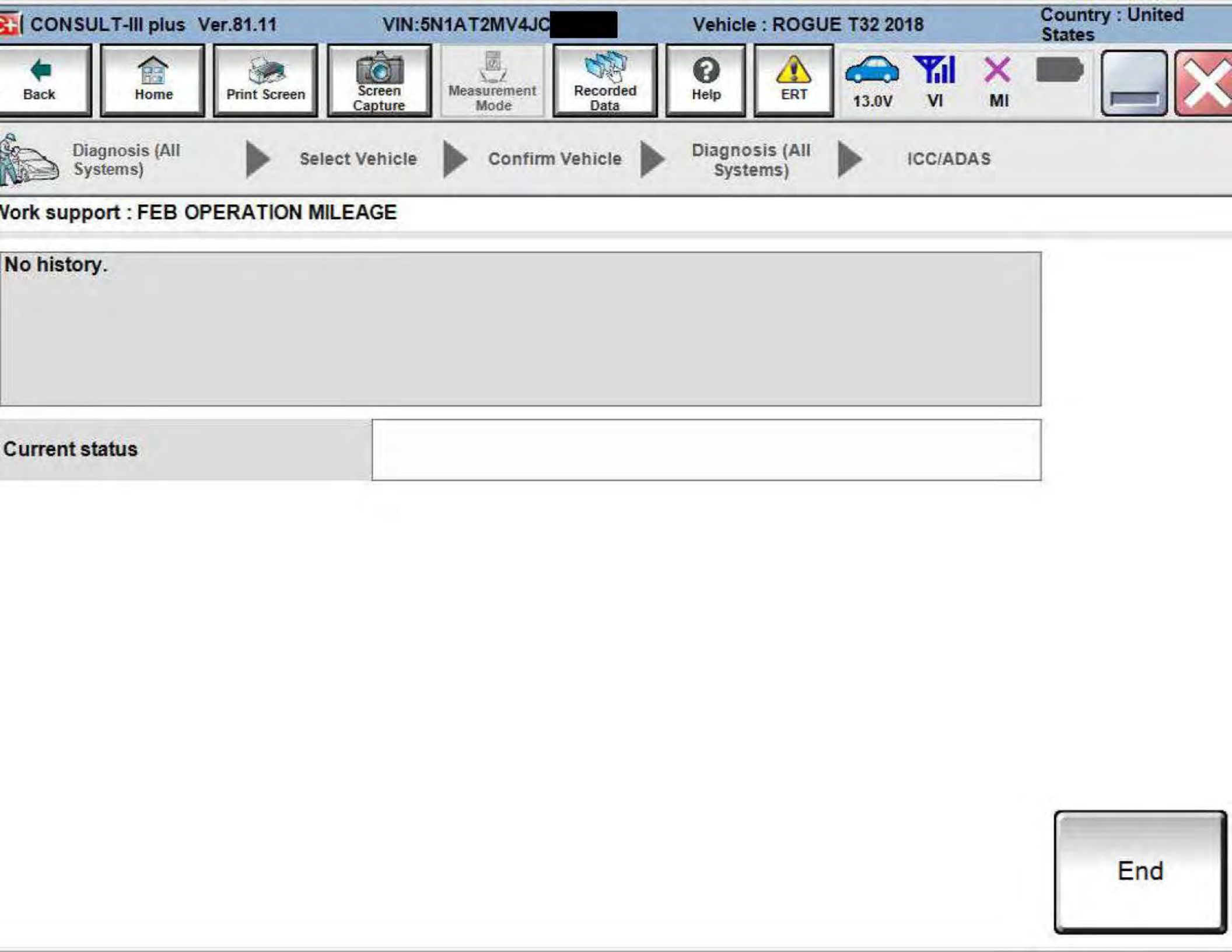

CONSULT-III plus Ver.81.11
VIN:5N1AT2MV4JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Work support : MILLIWAVE RADAR ADJUST
Perform radar alignment under the following conditions:
-Vehicle not moving
-IGN ON
-Target board set
Please touch the start button when ready indicate "Start" button.
Start
Current status
MONITOR
Vertical Angle | Radar angle | DownW |
Vertical Angle | Radar measurement result | 0.40 | deg
Horizontal Angle | Radar angle | LeftW |
Horizontal Angle | Radar measurement result | 0.97 | deg
Alignment status | Initializing for alignment
End

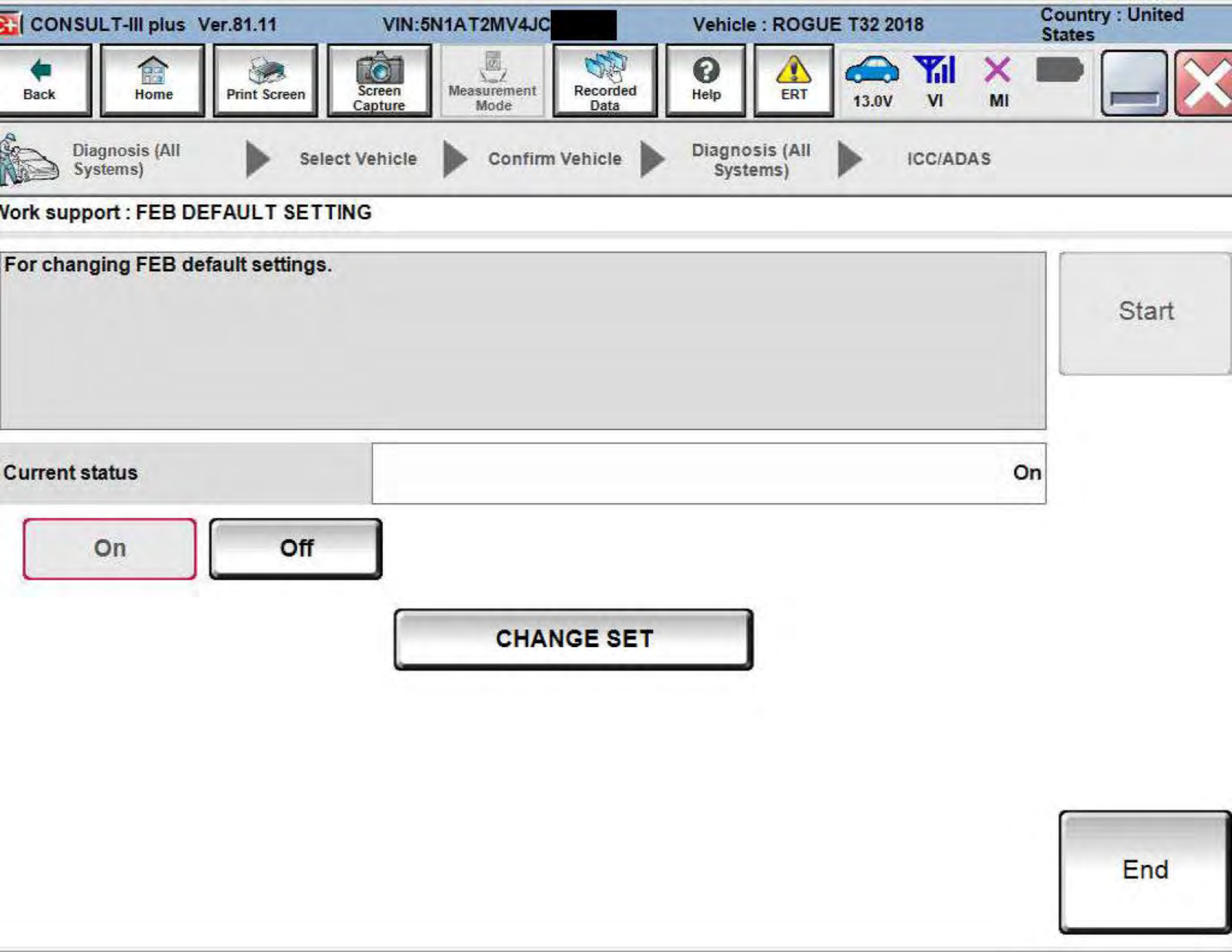

CONSULT-III plus Ver.81.11
VIN:5N1AT2MV4JC
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
TRANSMISSION
NO DTC
1 / 3
0 / 0
Print for Customer
Print
Save
ERASE

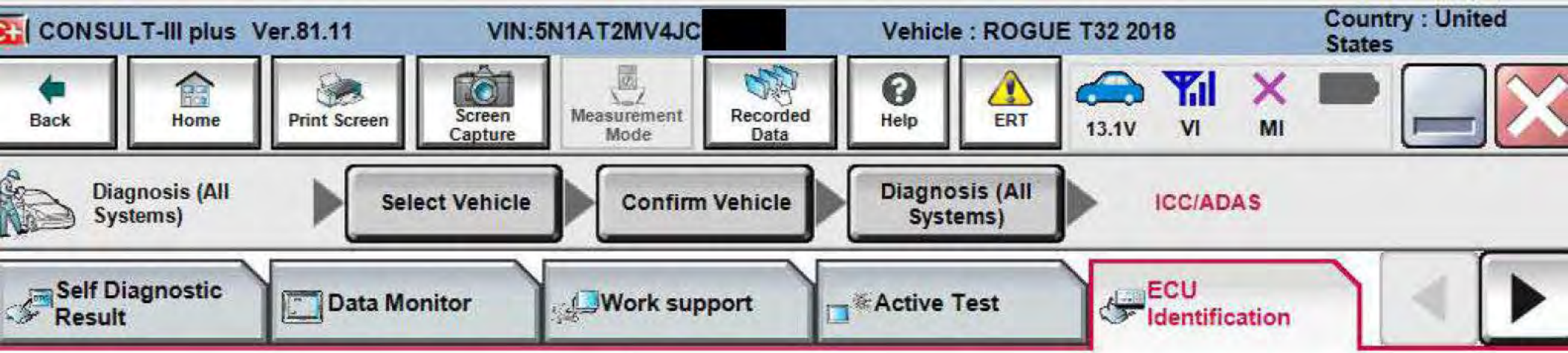

CONSULT-III plus Ver.81.11
VIN:5N1AT2MV4JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
Print
Save
ERASE
1 / 1


CONSULT-III plus Ver.81.11
VIN:5N1AT2MV4JC
Vehicle : ROGUE T32 2018
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
Test Item
CAUSE OF AUTO-CANCEL 1
FEB OPERATION MILEAGE
FEB DEFAULT SETTING
1 / 1
Start

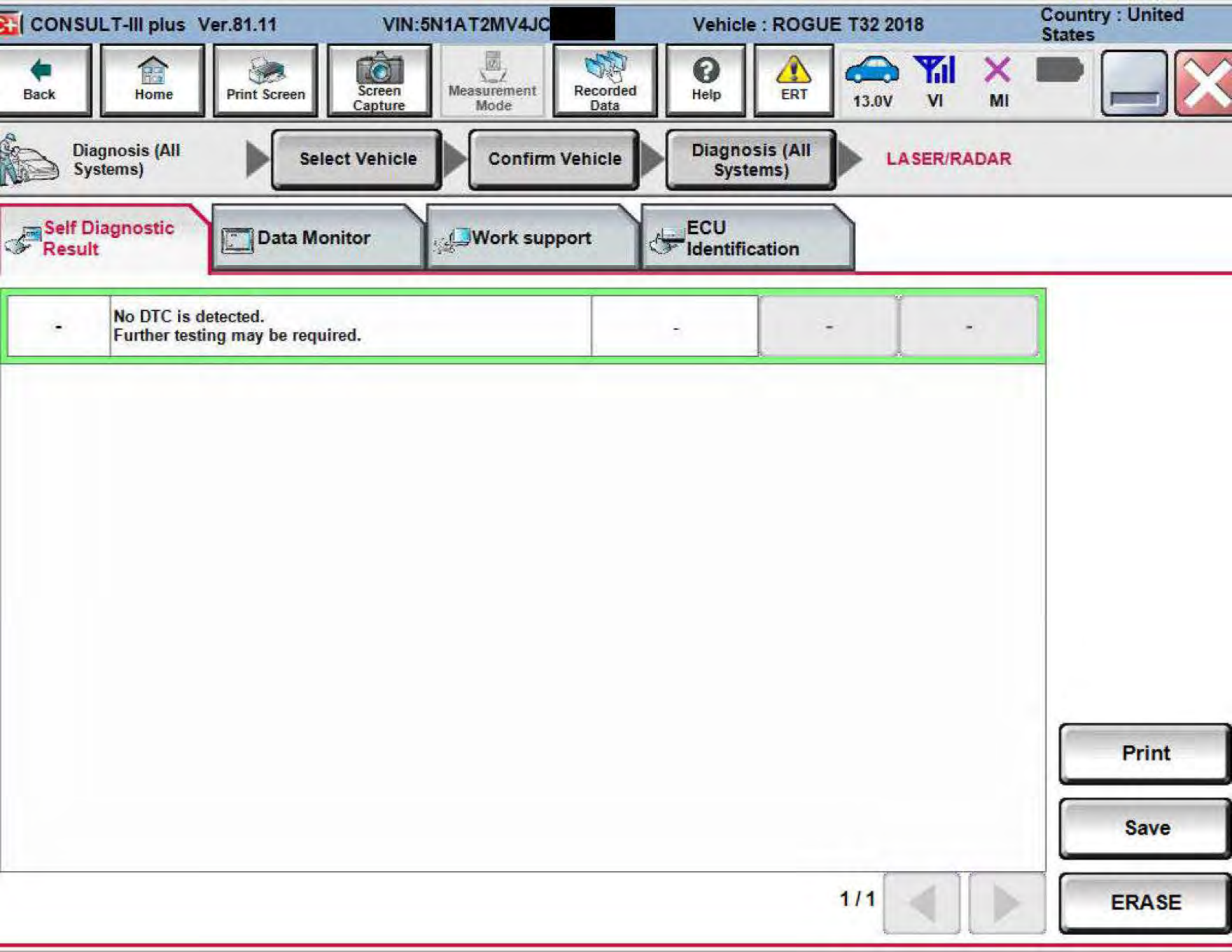

CONSULT-III plus Ver.81.11
VIN:5N1AT2MV4JC[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
13.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End


CONSULT-III plus Ver.81.11
VIN:5N1AT2MV4JC[redacted]
Vehicle : ROGUE T32 2018
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.81.11
VIN:5N1AT2MV4JC[redacted]
Vehicle : ROGUE T32 2018
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 DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End



ECU PART NUMBER	284E7-5HR5E


CONSULT-III plus Ver.81.11
VIN:5N1AT2MV4JC[redacted]
Vehicle : ROGUE T32 2018
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



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
5N1AT2MV4JC[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [2] | Service History [13] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

VIN	5N1AT2MV4JC[redacted]		
Last Modified By	Samantha Dixon, 5/25/2018 10:22 AM	Branded Title	
Created By	NNAETL, 12/5/2017 11:27 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	6,000	MSRP	$28,815
Latest Recorded Mileage Units	M		
In Service Date	12/26/2017		

Manufacturing Data

Make/Model	2018 NISSAN ROGUE	Manufacturer Date	12/2/2017
Model Year	2018	Plant Name	Smyrna (NMM)
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22218	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	MIDNIGHT PINE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	B92B93C03L92Z66		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS (SET OF 4-BLACK)), B93 (CHROME REAR BUMPER PROTECTOR), C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2PC FRONT, 2PC SEC), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brand
1	BASIC COVERAGE	12/26/2020	36,000				
2	POWERTRAIN COVERAGE	12/26/2022	60,000				
3	SEAT BELT	12/26/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	12/26/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	12/26/2025	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]	LIA NISSAN OF SARATOGA	APR	ROGUE	12/26/2017	

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]	5/18/2018 9:12 AM		6,000	Open	0	[redacted]
| Edit | Cls	[redacted]	CA	[redacted]	4/10/2018 9:53 AM	4/17/2018 9:03 AM	6,000	Closed	0	[redacted]

Service History

Service History Help

Action	SRH Number	PNC Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	SRH[redacted]		PD	12/13/2017	3	NP COUNTRY CLUB NISSA	5229	[redacted]	1
	SRH[redacted]	NO DEFECT FOUND	FW	2/28/2018	3,479	[redacted]	5395	[redacted]	A
	SRH[redacted]		C	3/28/2018	5,112		5395	[redacted]	
	SRH[redacted]		C	3/28/2018	5,112		5395	[redacted]	
	SRH[redacted]		I	3/28/2018	5,112		5395	[redacted]	
	SRH[redacted]		I	3/28/2018	5,112		5395	[redacted]	
	SRH[redacted]		W	2/28/2018	3,479		5395	[redacted]	
	SRH[redacted]		I	2/16/2018	3,115		5395	[redacted]	
	SRH[redacted]		I	2/16/2018	3,115		5395	[redacted]	
	SRH[redacted]		I	2/16/2018	3,115		5395	[redacted]	
	SRH[redacted]		I	12/26/2017	108		5395	[redacted]	
	SRH[redacted]		I	12/26/2017	108		5395	[redacted]	
	SRH[redacted]		W	12/13/2017	3		5229	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
12/5/2017 11:27 AM	NNAETL	Created.

DTS Field Inspections

New DTS Field Inspection

DTS Field Inspections Help

Action	Title	Status	Created Date	Related Support Case	Owner First Name	Owner Last Name	DTS Team	DTS Inspection Date	Report Date
Edit	[redacted]	Completed	5/22/2018	[redacted]	[redacted]	[redacted]	NER	5/23/2018 9:00 AM	5/25/2018 9:58 AM

^ Back To Top

Always show me fewer / more records per related list

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2018 NISSAN ROGUE
SV 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® w/ Sport mode switch
Eco Mode
4-Wheel Front and Rear Disc Brakes
17" Alloy Wheels
Temporary Spare Tire
Front Independent Suspension
Rear Multilink Suspension

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

COMFORT & CONVENIENCE
8-Way Power Driver Seat including 2-way Lumbar Support
40/20/40 Split Folding Rear Seat
Cruise Control
NissanConnect® featuring Apple CarPlay™ and Android Auto™ *
7" color display with multi-touch control
SiriusXM® Satellite Radio*
Bluetooth® Hands-free Phone System
Streaming audio via Bluetooth®
Hands-free text messaging assistant*
6 Speakers
Sliding/Reclining 2nd Row Seats
Hill Start Assist
Intelligent Engine Brake (I-EB)
Intelligent Trace Control (I-TC)
Active Ride Control
Sport Mode Shifter w/ Manual Mode
Divide-N-Hide®
Adjustable tilt/telescoping Steering Column
Power Windows w/ DR auto up/down
2nd Row Seat A/C Vents
Dual Zone Auto Air Conditioning

COMFORT & CONVENIENCE CONT.
I-key w/ Push Button Start
Remote Engine Start with Intelligent Climate Control
Quick Comfort™ Heated Front Seats
Leather Wrapped Steering Wheel & Shift Knob
Motion Activated Liftgate

EXTERIOR
Intelligent Auto Headlights (I-AH)
LED Daytime Running Lights
LED tail lamps
Rear spoiler
Heated Outside Mirrors w/ Integrated Turn Signals
Privacy glass
Roof rails

*For more information, see dealer, owner's manual, or www.NissanUSA.com/connect /important- information.
**Optional Equipment Replaces Standard Where Applicable

Manufacturer's Suggested Retail Base Price:	$27,250.00
Options Included by Manufacturer	
Floor Mats with Cargo Area Protector & First Aid Kit	275.00
Splash Guards	160.00
Chrome Rear Bumper Protector	155.00
DESTINATION CHARGES	975.00
Total*	**$28,815.00**

***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 spend $0 more 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 324 grams CO2 per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also creates 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 27 MPG and costs $6,750 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at $2.40 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 — **Not Rated**
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: **Not Rated**; Passenger: **Not Rated**
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: **Not Rated**; Rear seat: **Not Rated**
Based on the risk of injury in a side impact.

Rollover — **Not Rated**
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: MIDNIGHT PINE
INT: CHARCOAL

FINAL ASSEMBLY POINT:
SMYRNA

TRANSPORT METHOD:
TRUCK

DEALER:
COUNTRY CLUB NISSAN
55 ONEIDA STREET
ONEONTA NY
13820

VIN: 5N1AT2MV4J[redacted]
EMS: 50 STATE EMISSIONS
MDL: 22218-732155 DAL-G
OPT: E-L92B92B93C03Z66

Unofficial Copy**

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	KNMAT2MV1JP[redacted]
User	Michael Gorrill
Case Number	[redacted]
EDR Data Imaging Date	05/24/2018
Crash Date	
Filename	KNMAT2MV1JP[redacted]_ACM.CDRX
Saved on	Thursday, May 24 2018 at 08:49:25
Imaged with CDR version	Crash Data Retrieval Tool 17.6
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.6
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r006

DTCs at Time of Retrieval

None

Hexadecimal Data

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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00 00 00 00 00 00 00 00 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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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
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00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00

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

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

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

201A 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F FF FF FF FF FF
FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
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Disclaimer of Liability

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

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV1JP[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 Albany State NY Zip Code [redacted] Country United States

☒ Driver Same as Claimant

☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2018 Model Name Rogue Mfg. Date 10/17 VIN KNMAT2MV1JP[redacted]

Mileage 6,600 License # [redacted] State NY Country United States

Special equipment & accessories N/A

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

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

Add Row Remove Row

III. Description of Incident & Claim

Source of Information [redacted] Incident Date N/A Time N/A

Location of Incident (describe fully) Route 155 and Wormer Road in Albany, NY

Weather Conditions (Rain/Snow/Dry/Etc.) N/A

Vision obstruction (describe) N/A

Temperature at time of incident N/A Parking location prior to time of incident N/A

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV1JP[redacted]

Overnight temperature prior to incident: N/A
Length of time parked: N/A

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant):

Claimant stated that the vehicle will randomly brake and apply the brakes or the FEB will beep when there are no other vehicles around. Claimant stated that the first time the incident occurred, he thought maybe a deer was in the road and that he must not have seen it. Claimant stated that 2 of the times it was at night and it had rained, and 3rd time it was sunny. Claimant stated that the incident has occurred 5 times.

Claimant stated the all the concerns happened in an intersection, but not the same intersection. Claimant stated that the incident occurred on Route 155 and Wormer Road in Albany, NY two times.
Client denies any prior repairs or modifications.
Client denies any prior collisions or collision repairs.

Relation to Roadway (on-road, off-road, left side, right side): On-road.
Number of times incident occurred: 5

Driver Action (braking, steering, etc.): N/A

Special Circumstances: N/A

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

Vehicle Estimated Speed: 45mph
Source: [redacted]
Posted Speed Limit: 45mph

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	FEB activates with no vehicles around.	Ivica Porubic

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: [redacted]

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV1JF[redacted]

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



Occupant Name [redacted] DOB [redacted] Height 5'8"

Address [redacted] Albany, NY [redacted] Weight 220lbs

Location Incident Vehicle Seating Position 1 - Driver

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

Nature & Extent of Injuries N/A

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

Add Occupant | Remove Occupant

☐ No Occupants Comments **Note: No additional occupants.

V. Other Property Damage

☒ No Other Property Damage

Source of information [redacted]

VI. Investigation Results

Date of vehicle inspection 5/24/18

Location of inspection
Lia Nissan
2233 Central Avenue
Schenectady, NY 12304

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

**Note: No damage reported.

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

Photos taken by Michael Gorrill, NNA Northeast Region DTS # Photos 60

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

Exterior/Body **Note: Nothing remarkable noted.

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV1JP[redacted]

Engine/ Transmission/ Drivetrain	**Note: Nothing remarkable noted.
Underbody/ Suspension/ Steering/ Wheels & Tires	**Note: Nothing remarkable noted.
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	**Note: Nothing remarkable noted.
Seat Belts/ Child Restraints (if applicable)	**Note: Nothing remarkable noted.
Air Bags	**Note: Nothing remarkable noted.

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

**Note: Google Maps of incident location attached. See folder: GoogleMaps.
**Note: Incident location Google Map Street view photos of incident location attached. See folder: GoogleMaps.
**Note: Incident location photos attached. See photos: IMG(56-59).
**Note: Monroney Label attached. See folder: Monroney Label.
**Note: CDR Data attached. CDR Data shows no event recorded. See folder: CDRData.
**Note: CIII+ All Systems Diagnosis shows the following DTC:
MULTI-AV, B1309-11, (TBD) System ON, PAST
**Note: ICC/ADAS, WORK SUPPORT, CAUSE OF AUTO-CANCEL 1, shows: NO RECORD. See Folder: CIII+ScreenImages.
**Note: ICC/ADAS, WORK SUPPORT, FEB OPERATION MILAGE, shows: No History. See Folder: CIII+ScreenImages.
**Note: ICC/ADAS, WORK SUPPORT, FEB DEFAULT SETTING, Current status, shows: ON. See Folder: CIII+ScreenImages.

**Note: DTS road tested the vehicle 38 miles during the inspection. The vehicle was driven to the incident location and multiple passes were made through the incident location at speeds of 45mph. DTS was unable to duplicate the incident during the inspection.
**Note: DTS performed operational inspection of the ICC system. ICC functioned with any abnormal operation during the inspection.

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	FEB activates with no vehicles around.	1. CDR Data shows no event recorded. 2. CIII+ All Systems Diagnosis shows no DTC's present or past in Laser/ Radar or ICC/ADAS. 3. ICC/ADAS, WORK SUPPORT, CAUSE OF AUTO-CANCEL 1, shows: NO RECORD. 4. ICC/ADAS, WORK SUPPORT, FEB OPERATION MILAGE, shows: No History. 5. ICC/ADAS, WORK SUPPORT, FEB DEFAULT SETTING, Current status, shows: ON. 6. DTS was unable to duplicate the incident during the inspection.

Add Row | Remove Row

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

Reporter's Signature *Michael Gorrill*

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

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV1JP[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	**Note: Monroney Label attached. See folder: Monroney Label.

II. Diagnostic Download and EDR Data

Instructions:

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

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

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV1JP[redacted]

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

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
○	○	Obstructions to camera? (ie. dirt, stickers, etc.)	**Note: Vehicle not equipped with Lane Camera.
○	○	Physical damage to camera? (ie. cracks)	**Note: Vehicle not equipped with Lane Camera.
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	**Note: No obstructions to radar sensor unit. See photos: IMG(30-40).
○	◉	Physical damage to radar sensor units? (ie. cracks)	**Note: No physical damage to radar sensor unit. See photos: IMG(30-40).
◉	○	Electrical connection to radar module firmly seated?	**Note: Electrical connection to radar module firmly seated. See photos: IMG(34-36).
○	○	Electrical connection to camera module firmly seated?	**Note: 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.



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 [34] | Case Categorizations [1] | Open Activities [2] | Activity History [3] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | 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	Bereniz Lopez [Change]
Home Phone	[redacted]	Status	Open
Executive Referral		Type	CA
Exec-Received-Date		Case Origin	Phone
Letter Sent Date		Date/Time Opened	4/13/2018 8:12 AM
Letter Received Date		Date/Time Closed	
Follow Up Date	5/31/2018	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	Destination Nissan
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	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	KNMAT2MV1JB[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22218	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	LIA NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	???

Related Items

Approved Check Requests	$0.00	VCAN	
IIR	F59381	Goodwill Offered	
IIR Date		Goodwill Processed	0

RHR Started	5/7/2018	Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Primary & Secondary Root Cause Code

What is the issue?	IN - Information	What is the issue? (2)	
What Department?	S - Service Department	What Department? (2)	
Where did this originate?	D - Dealership	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: KNMAT2MV1JP[redacted]		
Created By	Jazmin Elliott, 4/13/2018 8:12 AM	Root Cause Code	SDIN
Last Modified By	NNAETL, 5/24/2018 9:04 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New | Case Comments Help

Action	Public	Comment
Make Public		**Created By: Bereniz Lopez (5/24/2018 10:09 AM)** ARBS received request from DTS to call DTS. ARBS contacted DTS, DTS informed ARBS that inspection has been completed.
Make Public		**Created By: Bereniz Lopez (5/23/2018 10:27 AM)** ARBS placed call to C at [redacted]. ARBS stated ARBS is calling to remind C of inspection tomorrow at Lia Nissan at 8AM. ARBS stated inspector did request 30 minutes of C's time at the time of appointment to speak with C. C stated okay. C asked what is C supposed to do with the videos? ARBS stated videos would be best provided to DLRSHP. C stated okay. ARBS thanked C. Call ended.
Make Public		**Created By: Maylaynah Daley (5/23/2018 8:03 AM)** ****Case Summary**** C called regarding having videos regarding VEH concern CRR-MD informed C follow up is today by EOD CRR-MD sent email to ARBS
Make Public		**Created By: Maylaynah Daley (5/23/2018 8:02 AM)** CRR-MD VERIFIED Account info including: C's name, home & email address, phone# & best contact# CRR-MD CHECKED for open recalls/campaigns and found: 0 CRR-MD CHECKED for previous UNRELATED Case(s) and found: 0 CRR-MD CHECKED previous RELATED Case(s) and found: 0 CRR-MD NOTED concern is: awaiting call back C stated C is experiencing numerous concerns regarding VEH C stated DLRSHP can't assist with concerns C stated Kelsey asked C if C is able to get pictures on VEH concern C stated C has videos to show VEH concerns C wants to know where videos can be sent to CRR-MD acknowledged C's concern CRR-MD asked C to hold for 1-2 minutes to check case notes C agreed to hold CRR-MD thanked C for holding CRR-MD advised C that follow up is today by EOD CRR-MD advised C a direct email will be sent to ARBS C stated C understood CRR-MD offered further assistance C declined CRR-MD provided C with Case #[redacted] and Agent ID[redacted] Best Contact[redacted] Call ended mutually

Make Public	**Created By: Andrew Allen (5/18/2018 4:22 PM)** ****** [CASE SUMMARY] ****** CRR-AA is leaving case open for ARBS
Make Public	**Created By: Andrew Allen (5/18/2018 4:22 PM)** EDIT CRR-AA informed C that CRR-AA will email agent handling C's case with C's concerns. CRR-AA informed C that C is scheduled for call back on 5/23/2018 C understood. C stated that is the day before the inspection.
Make Public	**Created By: Andrew Allen (5/18/2018 4:20 PM)** CRR-AA < VERIFIED> Account information including: C's name, home & e-mail address, phone number & best contact number CRR-AA CHECKED for open recalls/campaigns and found: none CRR-AA CHECKED for previous UNRELATED Case(s) and found: none CRR-AA CHECKED previous RELATED Case(s) and found: none CRR-AA NOTED concern is: Follow up to case CRR-AA received inbound call from C C stated next week an inspector will be looking at C's VEH. CRR-AA verified C's account. C stated inspector will only be looking at the crash avoidance issues with C's VEH but not the other issues to C's VEH. C stated DLR informed C that he DLR has been unable to duplicate other issues to C's VEH. C stated C no longer feels safe in C's VEH. C stated C gets nervous driving a VEH that may stop at no warning on the road. C stated C would like to know if C can get rental VEH during time of repairs to C's VEH. C stated if Nissan is unable to get C's VEH repaired, C would like to give VEH back and get a replacement. C stated C has had issues with C's VEH since the first week C purchased CRR-AA asked C if there was anything else CRR-AA could assist with. C declined. CRR-AA provided C with agent ID [redacted] and case number [redacted] CRR-AA noting C's best contact number is [redacted] Call ended mutually
Make Public	**Created By: Bereniz Lopez (5/18/2018 3:57 PM)** ARBS placed call to C at [redacted] ARBS stated ARBS needs confirmation from C to know whether to authorize inspection or not? C stated yes. C asked what about all the other issues C is having with the vehicle? ARBS stated any other issues C is having with the vehicle C will need to work with DLRSHP. C stated C has already tried. ARBS stated based on the previous notes from Consumer Affairs the concerns C is having are not duplicated. C stated yes but the concerns are happening while C has the vehicle. ARBS stated the DLRSHP cannot do any repairs without confirming any issues. ABRS stated the issues have to be duplicated. ARBS stated the inspection is specifically for the FEB system as C is alleging a defect with. C stated C knows that and does not need ARBS to repeat the same thing. C ended call.
Make Public	**Created By: Bereniz Lopez (5/17/2018 2:35 PM)** ARBS placed call to C at [redacted]. ARBS left VM stating ARBS has inspection date of 5/24 at 8AM. ARBS stated per request of the inspector C would have to meet with inspector for 30 minutes. ARBS requested call back to confirm inspection at [redacted]
Make Public	**Created By: Bereniz Lopez (5/17/2018 11:03 AM)** ARBS placed call to C at [redacted]. ARBS asked if C would like to continue wit h investigation? C stated yes but has to make arrangements for a rental vehicle. C stated C would prefer to have a date already for the inspection to make arrangements. ARBS stated ARBS can request a date but needed confirmation from C that C wanted to proceed with investigation. C stated yes. ARBS stated ARBS will request date and will follow up with C accordingly. C thanked ARBS. Call ended.
Make Public	**Created By: Bereniz Lopez (5/16/2018 10:39 AM)** ARBS placed call to C at [redacted] ARBS left VM stating ARBS can continue with investigation if C would like. ARBS reminded C that ARBS does not provide rental assistance. ARBS left contact of [redacted].
Make Public	**Created By: Bereniz Lopez (5/16/2018 10:18 AM)** ARBS placed call to C a [redacted] ARBS asked for 15-20 minutes to speak? C stated yes. ARBS confirmed initial probe. ARBS informed C inspection will need to be completed. ARBS stated inspection will have to take place at Nissan DLRSHP and can be 2-4 weeks before inspector can go out to look at the vehicle. ARBS stated once inspection is completed the report would be reviewed by Engineering which also takes about 2-4 weeks. ARBS stated during the investigation Nissan does not offer assistance towards rental, towing, or storage fees. ARBS stated entire investigation takes about 6-8 weeks. C asked how long would ARBS need the vehicle? ARBS stated he inspection take a few hours.

	C stated C would need a rental. ARBS stated ARBS does not offer assistance for rental. C stated if C cannot get another vehicle to use C cannot make the inspection. ARBS stated ARBS does not offer rental assistance. Call was terminated.
Make Public	**Created By: Bereniz Lopez (5/14/2018 2:11 PM)** ARBS placed call to C at [redacted]. ARBS left VM requesting call back at [redacted].
Make Public	**Created By: Samantha Dixon (5/11/2018 7:14 AM)** IIR rejected- In the Quick Description or Summary of Incident on the IIR probe the allegation of defect is not clear on what the customer is alleging failed on the veh. Please correct and resubmit.
Make Private	**Created By: Kelsey Christiansen (5/10/2018 3:04 PM)** RCAS-KC is noting that both DLR and C stated that the VEH was breaking on its own in the middle of the road intersections.
Make Public	**Created By: Samantha Dixon (5/8/2018 2:58 PM)** C contacted CA for navigation concern
Make Private	**Created By: Kelsey Christiansen (5/8/2018 1:02 PM)** RCAS-KC placed outbound call to C on number [redacted] RCAS-KC ADVISED "This call may be recorded for quality and training purposes." C stated that the 3rd DLRSHP stated that the concern were not duplicated. C stated that C was unable to leave the VEH there at this time. C stated that C was told about someone coming to look at the VEH. C stated that then the DLRSHP said they needed approval for that. C stated that after contacting CA the DLRSHP told C the manager needed to approve it but refused. C stated that the theory is that it is caused by weather. RCAS-KC asked about the VEH stopping in the road. C stated that 2 of the times it was at night and it had rained, and 3rd time it was sunny. C stated the all in an intersection, but not the same intersection. RCAS-KC asked IIR questions. C stated that tomorrow C is working a double. C stated that C will be available Thursday after. RCAS-KC advised that someone will contact C to discuss concerns further and needing to allow them some time to discuss. RCAS-KC asked if this number is ok for them to contact C on [redacted] C confirmed. RCAS-KC advised of looking into an inspector coming out to look at the other concerns C is having but cannot guarantee it since the concerns have not been duplicated by the DLRSHPS. C understood. RCAS-KC advised of following up by end of business Monday. C declined further questions. Call ended mutually.
Make Private	**Created By: Kelsey Christiansen (5/8/2018 9:18 AM)** RCAS-KC placed outbound call to Lia Nissan. RCAS-KC spoke with Service Manager Tom. SM stated that DLR never found anything wrong with the VEH. SM stated the VEH was in on 5/1. SM stated that the screen would be back when VEH is in refuse. SM stated that the VEH would break on its own. SM stated that the radio freezes (no updates at this time) SM stated that when remote starts VEH sometimes the heated steering turns on by itself. SM stated that the concerns were not duplicated. SM stated that there then was a CR case. SM stated that DLR cannot find any concerns. RCAS-KC thanked SM. Call ended mutually.
Make Public	**Created By: Raveena Kaler (5/7/2018 1:58 PM)** **case summary** emailed the specialist
	Created By: Raveena Kaler (5/7/2018 1:57 PM) CRR-RK VERIFIED Account Info including: C's name, home, phone# & best contact# CRR-RK VERIFIED VEH Info including: VIN#, Current Mileage, CRR-RK CHECKED for open recalls/campaigns and found: 0 CRR-RK CHECKED for previous RELATED Case(s) and found: one CRR-RK STATED C concern is:follow up C stated third time C is calling, stated case #

C was dealing with DLRSHP , WAS TOLD NEED SECOND LEVEL FOR DIAGNOSTICS, THEN C CALLED AT NNA CA AND WAS ADVISED DONOT NEED AUTHORIZATION FOR INSPECTION, THEN DLRSHP SAID THAT WAS NOT WHAT THEY SAID

C stated nissan refusing to fix C vehcile

C sttaed have safety issues, electronic issues, and nissan refusing to provide service

C stated C is very angry and frustrated

Make Public

CRR-RK appologized for inconveience and advised will email the specialist and ooffered to transfer to specialsit VMX

C agreed

CRR-RK stated name an dagent idCRR-RK stated if need further help

C declined

call ended

Created By: Amaka Okafor (5/7/2018 1:34 PM)
CRR-AO VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-AO CHECKED for open recalls/campaigns and found: 0
CRR-AO CHECKED for previous UNRELATED Case(s) and found: 0
CRR-AO CHECKED for previous RELATED Case(s) and found: 0
CRR-AO NOTED Concern is: case update on concerns

CRR-AO received inbound call from C

C stated case #
C stated C took VEH for service
C stated when went to last DLR – LIA NISSAN
C stated DLR stated that if C can leave VEH for a couple of days that DLR can do further testing on VEH
C stated DLR sated tech that can check VEH only comes on certain days

Make Public

C stated DLR just contacted C stating that Nissan is reviewing case
C stated DLR stated that Nissan cooperate is not allowing DLR diagnose or look at VEH as case is reviewed

CRR-AO advised C that CRR-AO can't confirm information provided by DLR
CRR-AO advised C that CRR-AO is not certain why DLR would need authorization to diagnose VEH
CRR-AO advised C that C doesn't need authorization to diagnose VEH
CRR-AO advised C that case is updated and would be forwarded to RCAS for review

C agreed
C denied further assistance
C stated C spoke to Christina at LIA Nissan
CRR-AO gave C CRR-AO first name & ID 7319260 as well as case#

Call ended mutually

Created By: Tyson Ricker (5/7/2018 9:56 AM)
CRR-TR VERIFIED Account Info including: C's name, home [redacted] Albany, NY[redacted] & email address[redacted] phone# [redacted] & best contact# [redacted]
CRR-TR CHECKED for previous UNRELATED Case(s) and found: 0
CRR-TR CHECKED previous RELATED Case(s) and found: 0
CRR-TR NOTED concern is: CASE UPDATE
CRR-TR received inbound call from C

C stated that C is unhappy with RCAS-KC's decision
C stated that C has been having troubles with VEH since first week of purchase
C stated that the emergency avoidance system turns on without warning and has almost caused a crash
C stated that the GPS has trouble finding destinations, takes C to locations far from where C was looking to go and moves as if the VEH is turning even though C isn't turning VEH
C stated that when VEH is in reverse, the back camera is black instead of normal
C stated that forward camera is working fine but the back is not
Make Public
C stated 3 separate DLRs have stated that there was nothing wrong with VEH
C stated that NNA needs to replace stuff in VEH
C stated that the auto start is also malfunctioning
C stated that when C turns on the Auto start, things that C did not turn on turn on
C stated that one of these is the radio which blasts music into C's downstairs neighbor's window
C stated DLR's response was to turn radio down

CRR-TR informed C that CRR-TR will send agent involved with case an update email and to expect response by EOB 5/8/18
CRR-TR asked C if C required further assistance

C stated that C is really regretting purchasing VEH and will take legal action against NNA if not given satisfactory assistance

CRR-TR provided C with Case#[redacted]
CRR-TR provided C with Agent ID[redacted]
Call ended mutually

Created By: Kelsey Christiansen (4/18/2018 2:40 PM)
RCAS-KC is closing case as no further assistance can be offered at this time.

CASE SUMMARY

C contacted Nissan CA regarding navigation concerns and possible FEB concerns.

Make Private

RCAS-KC reviewed case with Service Manager Tony Wheeler.

****STATEMENT OF DECISION****

RCAS-KC ADVISED C the case has been thoroughly reviewed and documented and Nissan is not in a position to offer assistance at this time.

RCAS-KC advised C needs to have concerns duplicated.

Created By: Kelsey Christiansen (4/18/2018 2:38 PM)
RCAS-KC placed outbound call to C on number([redacted] , [redacted])
RCAS-KC ADVISED "This call may be recorded for quality and training purposes."
RCAS-KC VERIFIED C's name, home & email address, concern, phone
RCAS-KC CHECKED for OPEN recalls/campaigns and found: 0
RCAS-KC CHECKED for previous UNRELATED Case(s) and found: 0
RCAS-KC CHECKED previous RELATED Case(s) and found: 0
RCAS-KC ADVISED that RCAS-KC is C's case manager and point of contact for C.
RCAS-KC stated RCAS-KC understands that C is having concerns with: navigation concern

C stated that C has had 5 Nissans.

C stated that C has never had this many concerns.

C stated that the first concern was with the navigation.

C stated that C was stating that the navigation was stating that C had reached the destination miles from the destination.

C stated the second things is the screen freezing while navigating between screens, it will sometimes freeze or go black.

C stated that while driving the VEH started braking on it its own at night and then again during the day.

RCAS-KC asked if there was a certain area.

Make Private

C stated 2 different areas, the only thing in common was the white line in the intersection.

C stated that C has not mentioned it to the DLR yet.

RCAS-KC advised that in order for NNA to be able to review for any assistance with the navigation the concern does need to be duplicated.

RCAS-KC also advised that C take VEH in to have to braking concern documented.

C stated that it is not likely that they would be able to duplicate the concern.

C stated that C will try and take it to another DLR as C does not feel good about taking it back to C DLR.

RCAS-KC advised of C following up with CA once C is able to get the VEH in to get a diagnosis.

C declined further questions.

Call ended mutually.

Created By: Kelsey Christiansen (4/18/2018 12:48 PM)
RCAS-KC received an e-mail from Service Manager Tony Wheeler.

Make Private

SM stated the DLR had one visit from the customer.

SM stated that the DLR was unable to duplicate the concern on 4/13/18 at 5,131 miles.

SM stated complaint about the system going to a black screen and rebooting is a known issue with engineering, however we were unable to duplicate during the visit.

Created By: Amaka Okafor (4/18/2018 8:22 AM)
**********CASE SUMMARY**********
Make Public

Customer is seeking assistance with updating case information with concerns on VEH braking on its own

BC – [redacted]

Created By: Amaka Okafor (4/18/2018 8:22 AM)
CRR-AO VERIFIED Account Info including: C's name, home address, phone# & best contact#
CRR-AO CHECKED for open recalls/campaigns and found: 0
CRR-AO CHECKED for previous UNRELATED Case(s) and found: 0
CRR-AO CHECKED for previous RELATED Case(s) and found: 0
CRR-AO NOTED Concern is: case update with concerns on VEH braking on its own

CRR-AO received inbound call from C

C stated C has an open case
C stated C has left VMX
C stated there's additional concerns with VEH right now
C stated right now C was driving and crash avoidance ISNT WORKING PROPERLY
C stated VEH JUST BRAKES ON ITS OWN
Make Public
C stated its second time concern is happening
C stated it happened first time at night and C wasn't sure because it was at night
C stated this is another concern would VEH and would want concern looked into

CRR-AO advised C that case would be updated with new concerns
CRR-AO advised C of follow up already set for today
CRR-AO advised C that agent handling case would be emailed about case update and C would be contacted

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

CRR-AO gave C CRR-AO first name & ID [redacted] as well as case#

Call ended mutually

Make Private

Created By: Kelsey Christiansen (4/17/2018 3:41 PM)
RCAS-KC e-mailed Service Manager Tony Wheeler for information on VEH.

Created By: Courtney Gordon (4/17/2018 10:17 AM)
CASE SUMMARY
Make Public

C contacted Nissan CA requesting assistance with:

Update request

Created By: Courtney Gordon (4/17/2018 10:17 AM)
CRR-CG VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-CG CHECKED for previous UNRELATED Case(s) and found: 0
CRR-CG CHECKED previous RELATED Case(s) and found: 0
CRR-CG NOTED concern is: Update request

C states C missed a call from RCAS yesterday
C requesting any updates or follow up

Make Public

CRR-CG advised C of vmx left
CRR-CG provided # and offered transfer tp RCAS-KC

C accepted

CRR-CG advised C case has been documented
CRR-CG offered further assistance

C declined

CRR-CG provided C with employee ID & Case #
Call ended mutually

Created By: Kelsey Christiansen (4/16/2018 1:48 PM)
RCAS-KC placed outbound call to C at number [redacted]

RCAS-KC left VXM for C.

Make Private ✓ RCAS-KC provided C with case #, RCAS-KC's phone #, and work hours.

RCAS-KC ADVISED C of following up by EOB on Wednesday.

Created By: Kelsey Christiansen (4/13/2018 12:01 PM)
**********RCAS-KC WAS UNABLE TO DATANET**********

Make Private ✓ •No users are associated with the selected dealer to share the case with.
•Service Manager does not have an active email address to send to. Please deselect that user/those users and either select different user(s) or click "Share with Dealer" with no users selected.

Created By: Jazmin Elliott (4/13/2018 8:13 AM)
Make Public ****** [CASE SUMMARY] ******

CRR-JE sending case to RCAS for further assistance

Created By: Jazmin Elliott (4/13/2018 8:13 AM) | Last Modified By: Kelsey Christiansen (4/13/2018 11:59 AM)
CRR-JE VERIFIED Account information including: C's name, home address, email address
Phone number & best contact number
CRR-JE VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History
CRR-JE CHECKED for open recalls/campaigns and found: 0
CRR-JE CHECKED for previous UNRELATED Case(s) and found: 0
CRR-JE CHECKED previous RELATED Case(s) and found: 0
CRR-JE NOTED concern is: DLRSHP unable to duplicate

CRR-JE received inbound call from C
C states that since C got the VEH
C states that the screen freezes and goes black and C needs to turn
C states that the system resets itself
C states that when C starts the VEH it takes a while to start the screen up
C states that the phone is not staying connected
C states that C brought it to two DLRSHPS and both cannot replicate the problem
Make Private ✓ C states that C has attended DESTINATION NISSAN and that was a terrible experience
C states that C also took it to SMITHTOWN NISSAN

CRR-JE informed C will forward your Case to a Regional Consumer Affairs Specialist. They specialize in these types of concerns. They will contact you no later than close of business the next business day. Please note that return calls will show in your caller ID as either [redacted]. If you use a phone SPAM blocking app on your cell phone, we may not be able to complete this call and recommend you allow calls from these numbers or give us an alternate phone number.

C understood

CRR-JE offered to be of further assistance

C declined

CRR-JE provided case number and agent ID [redacted] C requested it emailed

CRR-JE noting the 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]	AUDIO/VIDEO/NAVI	NAVI VIDEO MONITOR	POOR OR IMPROPER OPERATION	11

Open Activities

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

Action	Subject	Status	Due Date	Type	Action Taken	Name	Assigned To	Last Modified Date/Time	Last Modified By Alias
Edit | Cls	IIR	Not Started	5/14/2018			[redacted]	Bereniz Lopez	5/11/2018 7:20 AM	ARBS-SD
Edit | Cls	DTS Follow Up[redacted]: LIA NISSAN	Not Started	5/19/2018				Bereniz Lopez	5/17/2018 11:05 AM	ARBS-BL

Activity History

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

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Request[redacted] LIA NISSAN			5/19/2018	Michael Gorrill		Complete	5/17/2018 12:16 PM
Edit | Del	Follow Up Action Required- IIR Rejected			5/8/2018	Bereniz Lopez		Complete	5/11/2018 7:15 AM
Edit | Del	Email: Regional Specialist [ref: _00DA09i8L._5000G1Um2iZ:ref]		[redacted]	4/13/2018	Jazmin Elliott		Complete	4/13/2018 8:14 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	Kelsey Christiansen, 5/8/2018 12:58 PM	5/8/2018			KNMAT2MV1JP[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	5/24/2018 8:00 AM	[redacted]	[redacted]	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
5/23/2018 10:28 AM	Bereniz Lopez	Changed **Follow Up Date** from 5/23/2018 to **5/31/2018**.
5/18/2018 3:58 PM	Bereniz Lopez	Changed **Follow Up Date** from 5/24/2018 to **5/23/2018**.
5/18/2018 3:58 PM	Bereniz Lopez	Changed **Follow Up Date** from 5/18/2018 to **5/24/2018**.
5/17/2018 11:05 AM	Bereniz Lopez	Changed **Follow Up Date** from 5/17/2018 to **5/18/2018**.
5/16/2018 10:43 AM	Bereniz Lopez	Changed **Follow Up Date** from 5/16/2018 to **5/17/2018**.
5/14/2018 2:12 PM	Bereniz Lopez	Changed **Follow Up Date** from 5/14/2018 to **5/16/2018**.
5/11/2018 7:15 AM	Samantha Dixon	Changed **Case Owner** from Kelsey Christiansen to **Bereniz Lopez**.
5/11/2018 7:14 AM	Samantha Dixon	Changed **Description**.
5/10/2018 3:04 PM	Kelsey Christiansen	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MV1JP[redacted] to **CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MV1JP[redacted]**.
5/8/2018 2:58 PM	Samantha Dixon	Changed **Description**.
5/8/2018 1:02 PM	Kelsey Christiansen	Changed **Follow Up Date** from 5/8/2018 to **5/14/2018**.
5/8/2018 7:25 AM	Kelsey Christiansen	Changed **Case Servicing Dealer** from DESTINATION NISSAN to **LIA NISSAN**.
5/7/2018 10:49 AM	Kelsey Christiansen	Changed **Follow Up Date** from 4/18/2018 to **5/8/2018**.
5/7/2018 9:42 AM	Tyson Ricker	Changed **RHR Started** to **5/7/2018**.
5/7/2018 9:41 AM	Tyson Ricker	Changed **Reopen Date** to **5/7/2018 9:41 AM**.
		Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MV1JP[redacted] to **CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MV1JP[redacted]**.
		Changed **Status** from Closed to **Open**.
4/18/2018 2:41 PM	Kelsey Christiansen	Changed **Status** from Open to **Closed**.
		Closed.
4/17/2018 10:17 AM	Courtney Gordon	Changed **Subject** from CUSTOMER[redacted] PHONE:[redacted] VIN: KNMAT2MV1JP[redacted] to **CUSTOMER[redacted] PHONE:[redacted] VIN: KNMAT2MV1JP[redacted]**.
4/16/2018 1:48 PM	Kelsey Christiansen	Changed **Follow Up Date** from 4/16/2018 to **4/18/2018**.
4/13/2018 12:01 PM	Kelsey Christiansen	Changed **Description**.
4/13/2018 8:27 AM	Jazmin Elliott	Changed **Escalated By ID** to[redacted]
		Changed **Case Owner** from Jazmin Elliott to **Kelsey Christiansen**.
4/13/2018 8:27 AM	Jazmin Elliott	Changed **Case Servicing Dealer** to **DESTINATION NISSAN**.
4/13/2018 8:12 AM	Jazmin Elliott	Changed **Follow Up Date** from 4/13/2018 to **4/16/2018**.
		Changed **VIN** to **KNMAT2MV1JP[redacted]**.
		Changed **Subject** to **CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MV1JP[redacted]**
		Created.

Emails

Send an Email

Emails Help

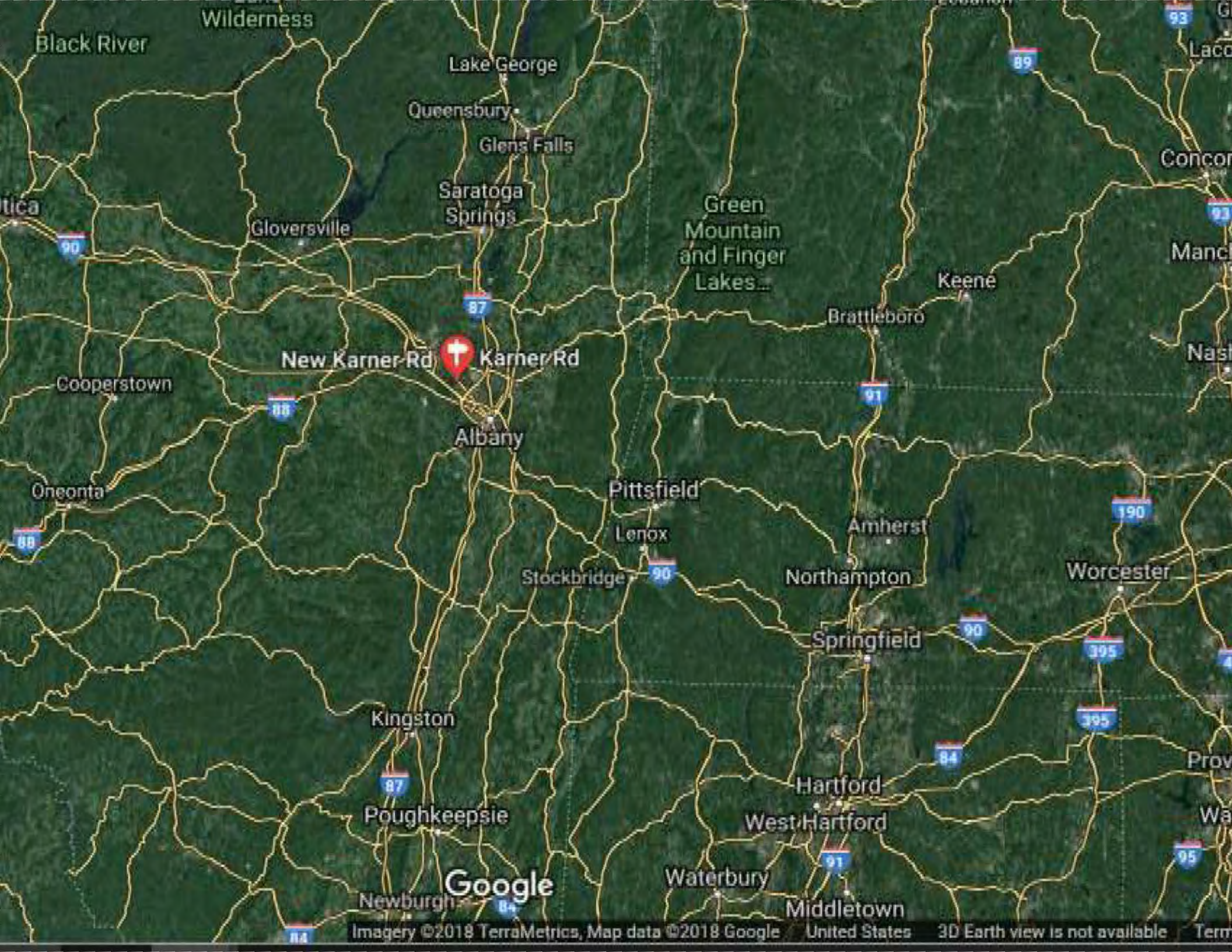
Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Regional Specialist [ref:_00DA09i8L_5000G1Um2iZ:ref] *4/13/2018 Case #[redacted] VIN # KNMAT2MV1JP[redacted] Dear[redacted], Than...*	[redacted]	4/13/2018 8:14 AM

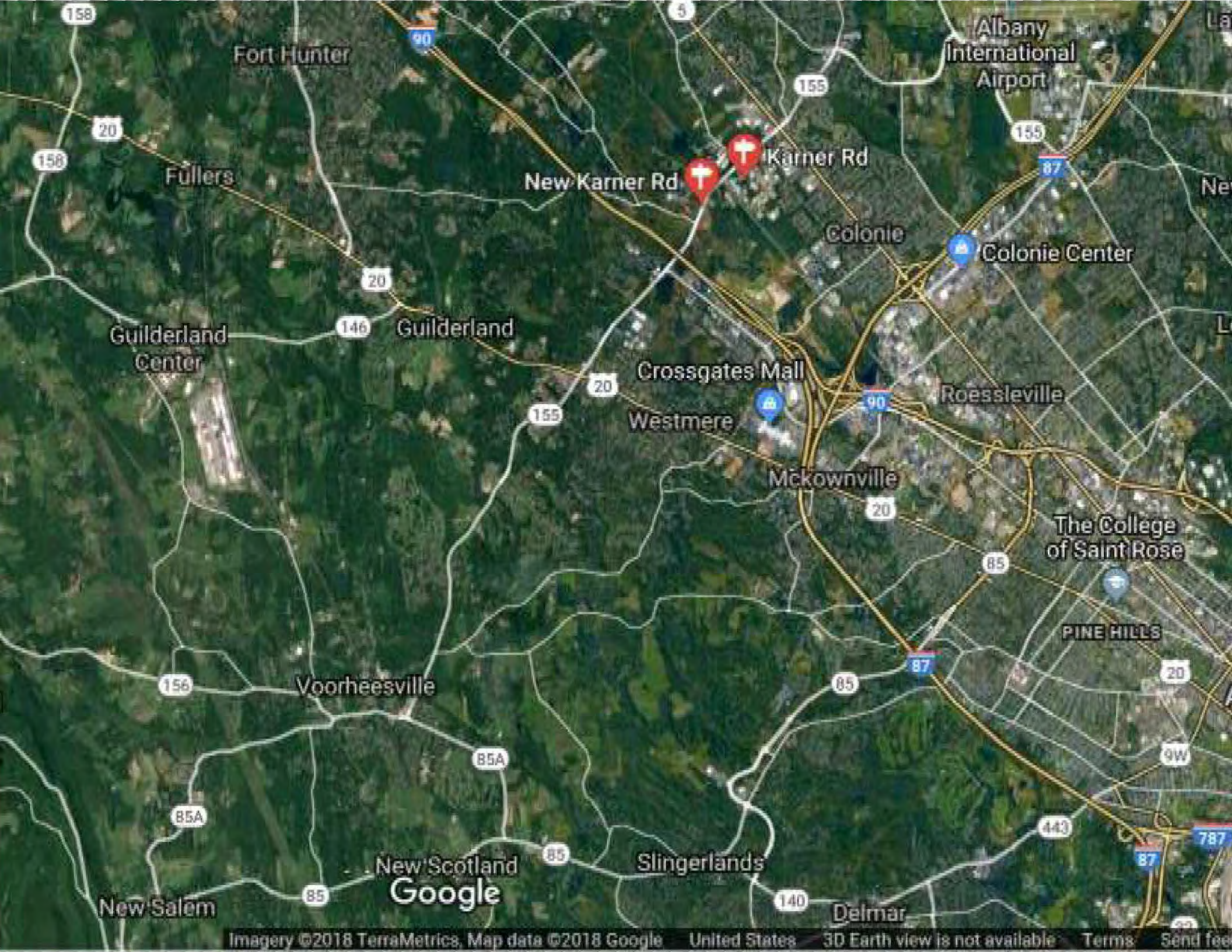
Back To Top

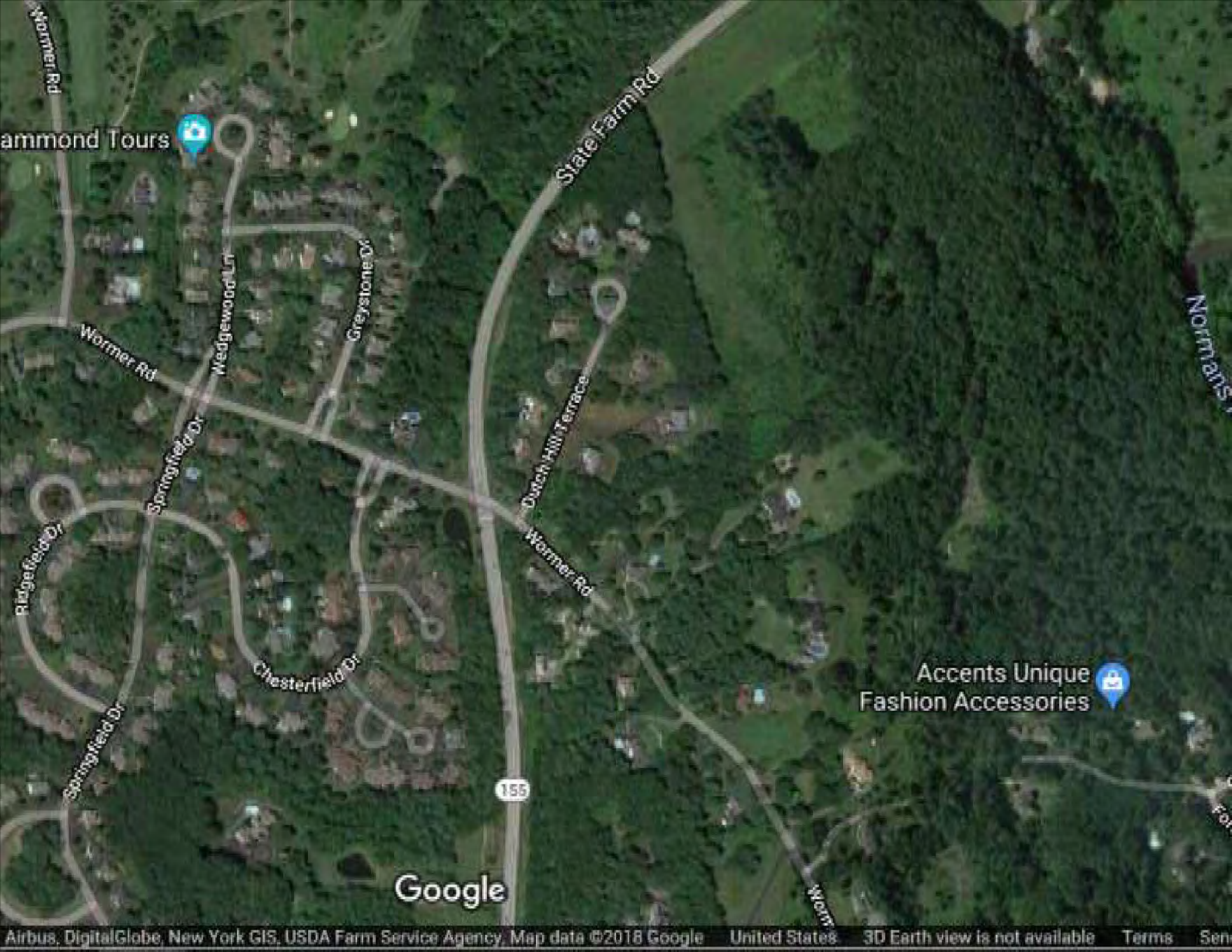
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Wilderness
Black River
Lake George
Queensbury
Glens Falls
Saratoga Springs
Gloversville
Green Mountain and Finger Lakes...
Keene
Brattleboro
New Karner Rd
Karner Rd
Cooperstown
Albany
Oneonta
Pittsfield
Lenox
Stockbridge
Amherst
Northampton
Worcester
Springfield
Kingston
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Waterbury
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New Karner Rd
Fullers
Colonie
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Guilderland Center
Guilderland
Crossgates Mall
Westmere
Roessleville
Mckownville
The College of Saint Rose
PINE HILLS
Voorheesville
New Scotland
Slingerlands
New Salem
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Wormer Rd
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Greystone Dr
Springfield Dr
Dutch Hill Terrace
Wormer Rd
Ridgefield Dr
Chesterfield Dr
Springfield Dr
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Fashion Accessories
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10:30 AM
70°F
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No Warnings
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MFD BY RENAULT SAMSUNG MOTORS
CO., LTD. FOR NISSAN MOTOR CO., LTD.
DATE: 10 / 17
GVWR: 2141 KG
4720LB
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.
MPV
MODEL: TDBNLTWT32EUA
COLOR: RBY TRIM: G ZS30A


KNMAT2MV1JP




NISSAN






ROGUE


NISSAN
ROGUE
SV AWD


SV AWD








NISSAN




















NISSAN


RENAULT NISSAN
CAUTION / ATTENTION


NISSAN
RENAULT NISSA




QR25


NISSAN


RENAULT NISSAN
12V - 80D23L 62Ah 562A (SAE)

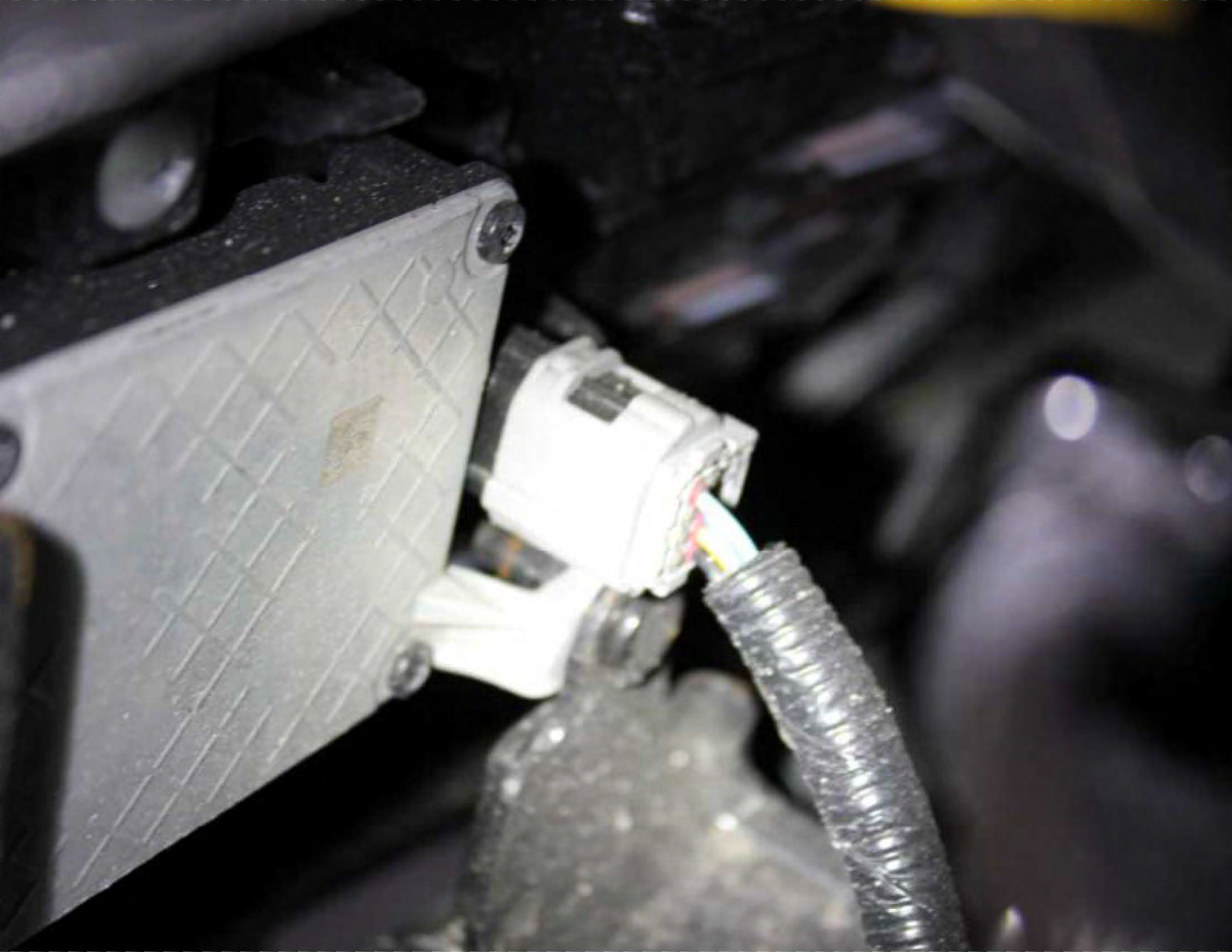

NISSAN


NISSAN


NISSAN


NISSAN














4023 5HR0






9:03 AM
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RPMx1000
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9:04 AM
62°F
Average Speed
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RPMx1000
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9:05 AM
62°F
Settings
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Clock
Meter Settings
Vehicle Settings
Maintenance
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RPMx1000
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9:05 AM
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Parking Aids
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9:05 AM
62°F
Driving Aids
Emergency Brake
Blind Spot
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257
6600 miles
RPMx1000
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9:05 AM
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RPMx1000
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9:05 AM
62°F
Driver Assistance
Driving Aids
Parking Aids
Chassis Control
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9:05 AM
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Parking Aids
Moving Object
Cross Traffic
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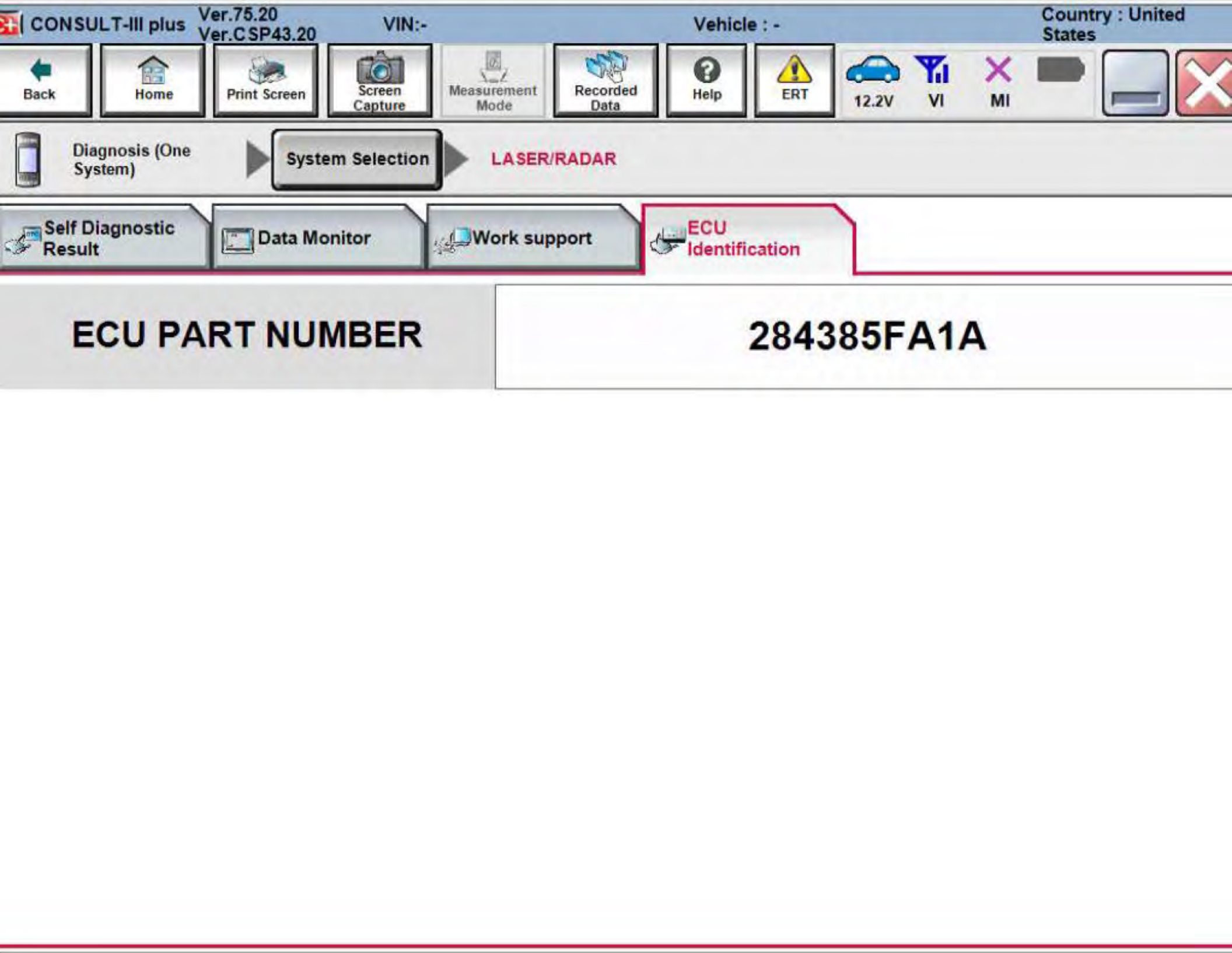

9:05 AM
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Driver Assistance
Driving Aids
Parking Aids
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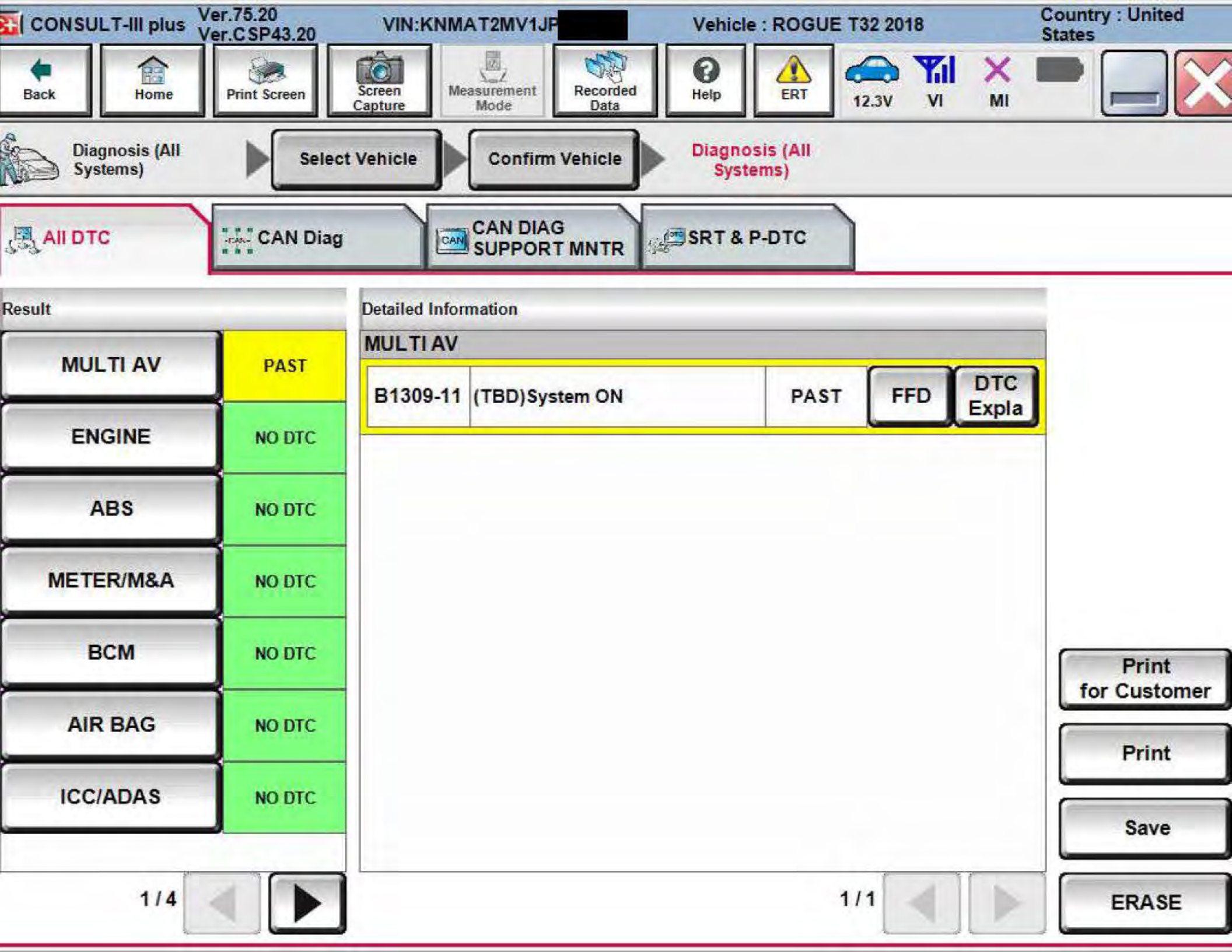

9:05 AM
62°F
Chassis Control
Trace Control
Engine Brake
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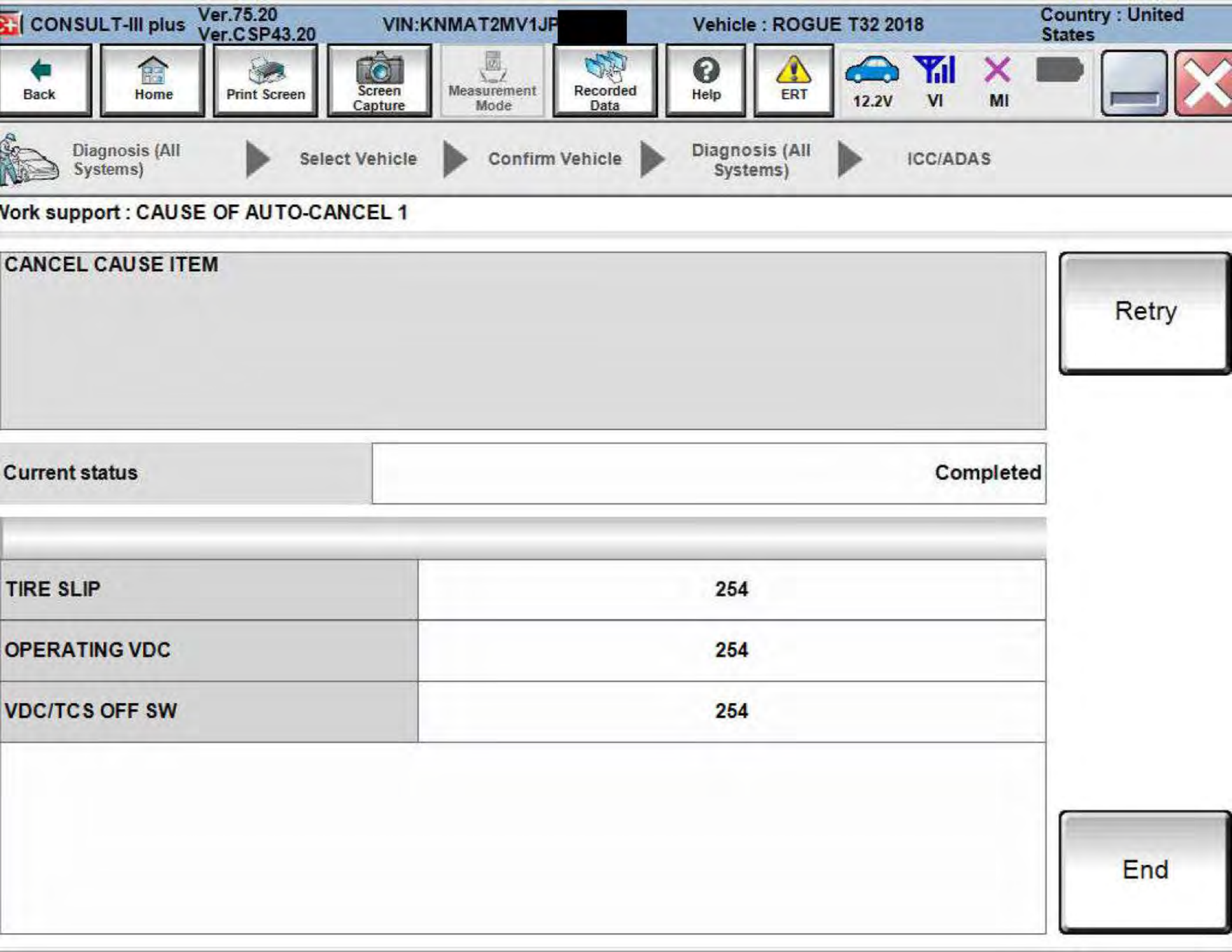


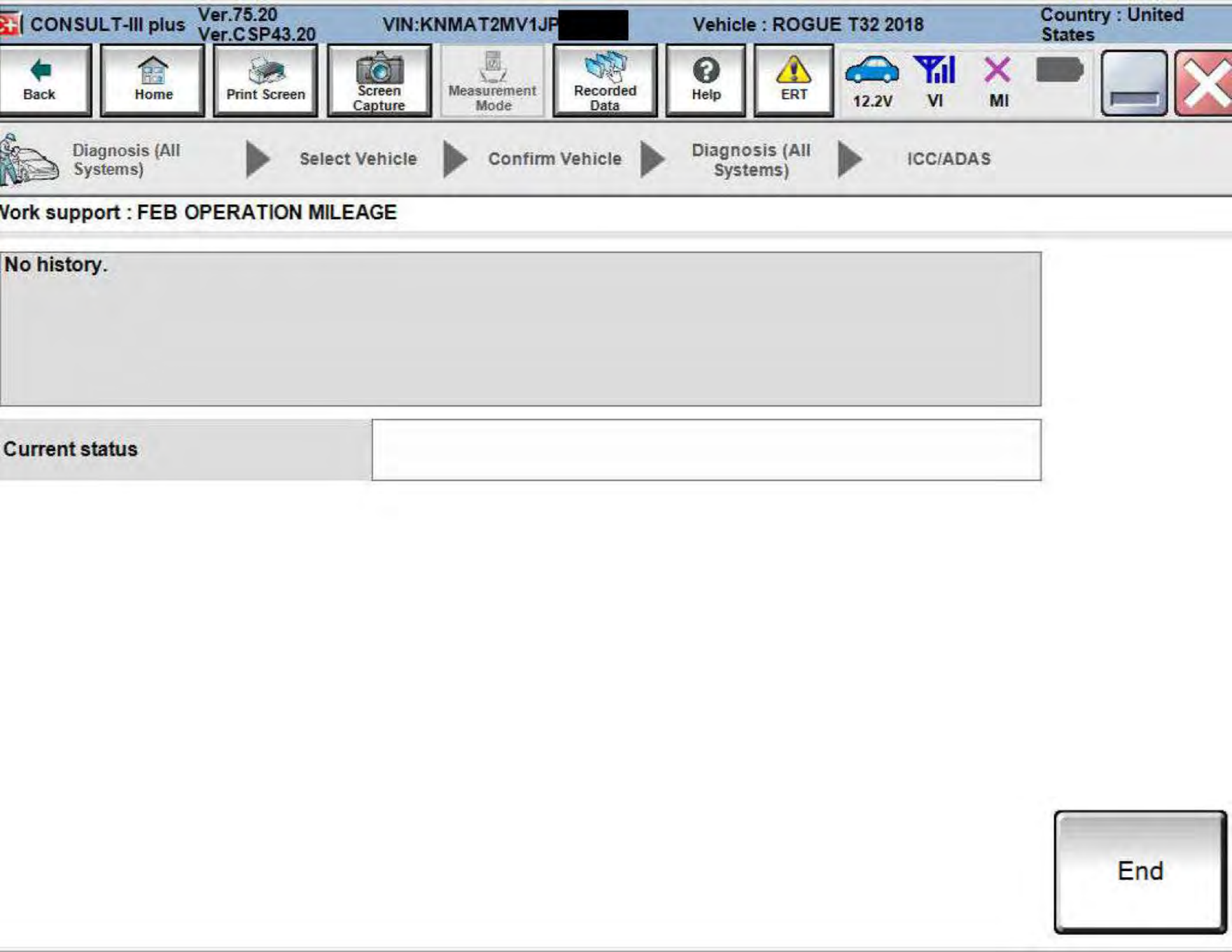


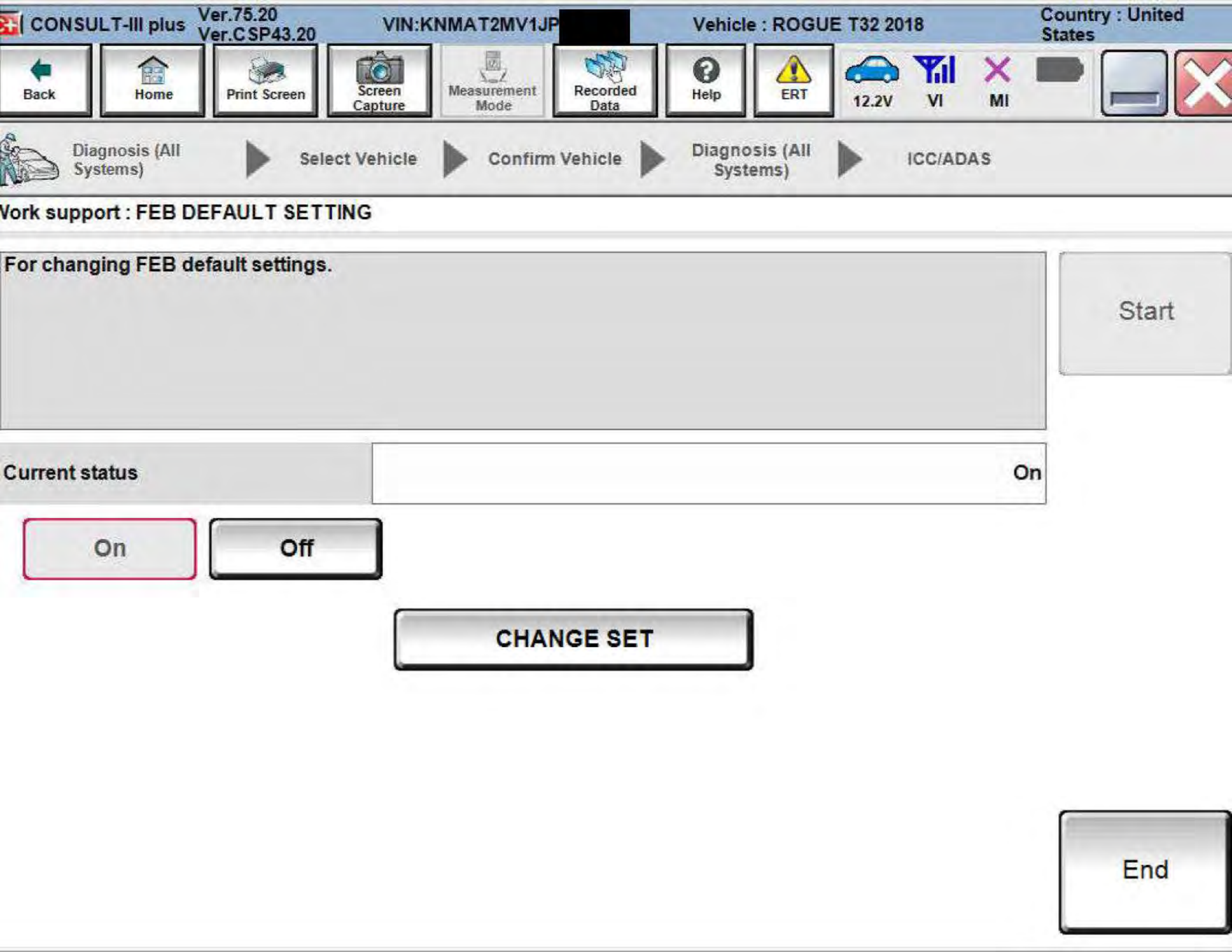


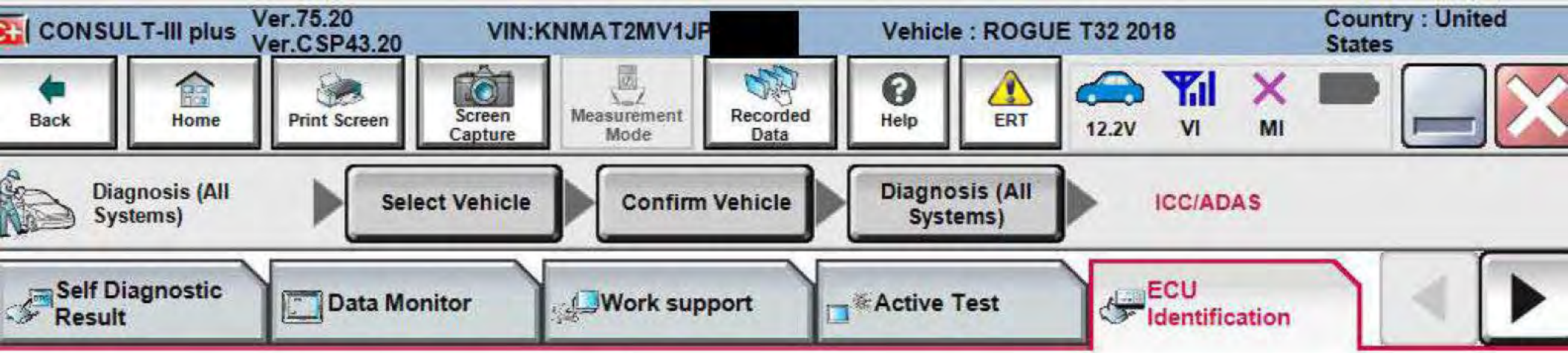

CONSULT-III plus
Ver.75.20
Ver.CSP43.20
VIN:-
Vehicle : -
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
VI
MI
Diagnosis (One System)
System Selection
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
ECU PART NUMBER
284385FA1A


CONSULT-III plus
Ver.75.20
Ver.CSP43.20
VIN:KNMAT2MV1JP[redacted]
Vehicle : ROGUE T32 2018
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)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
MULTI AV
PAST
ENGINE
NO DTC
ABS
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
1 / 4
Detailed Information
MULTI AV
B1309-11
(TBD)System ON
PAST
FFD
DTC Expla
1 / 1
Print for Customer
Print
Save
ERASE


CONSULT-III plus Ver.75.20 Ver.CSP43.20
VIN:KNMAT2MV1JP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
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
TIRE SLIP
254
OPERATING VDC
254
VDC/TCS OFF SW
254
End


CONSULT-III plus
Ver.75.20
Ver.CSP43.20
VIN:KNMAT2MV1JP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
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
Ver.CSP43.20
VIN:KNMAT2MV1JP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
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



ECU PART NUMBER	284E7-5HR9B

Configuration

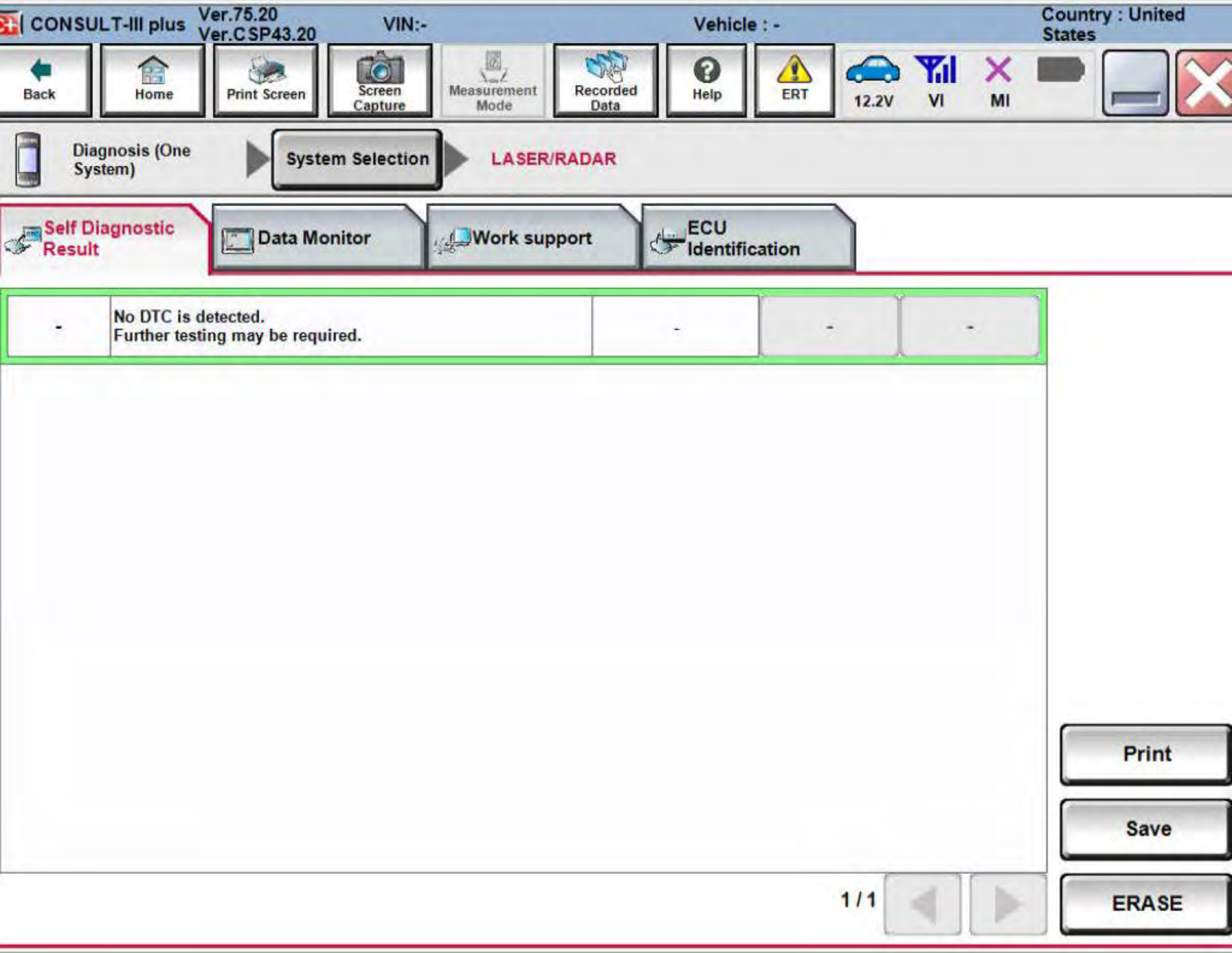
Operation Log and Vehicle specification (Configuration data) have been saved to CONSULT. Touch "End" to back to Home Screen. And refer to Service Manual, and replace ECU.

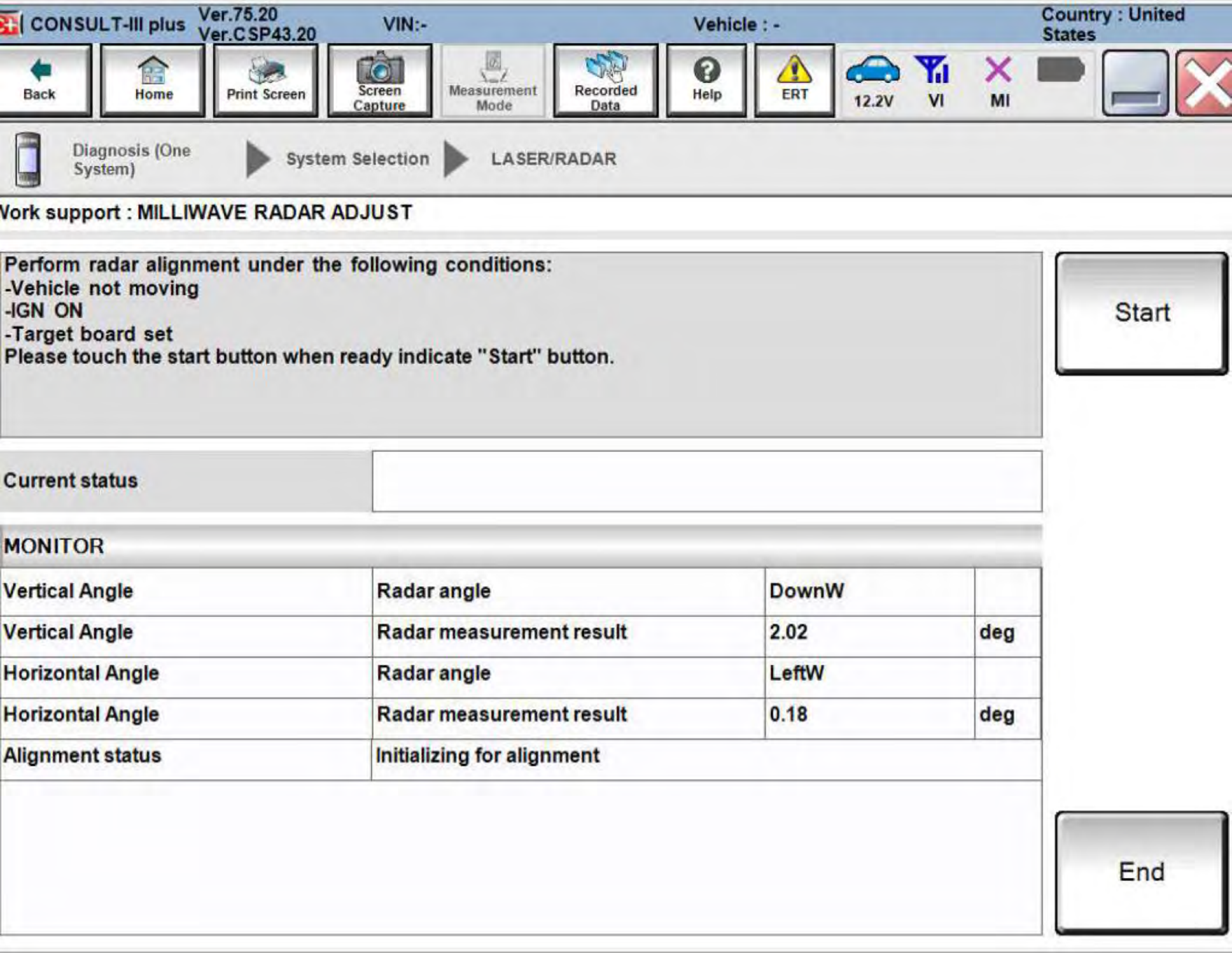
After replacement of ECU, touch "Configuration" on Home Screen to continue to write configuration.



File Label	KNMAT2MV1JP[redacted]_344_Config_Backup
Vehicle	ROGUE
System	ICC/ADAS
Part number/Type ID	284E7-5HR9B
Saved Date	5/24/2018 8:34:55 AM

End


CONSULT-III plus
Ver.75.20
Ver.CSP43.20
VIN:-
Vehicle : -
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
VI
MI
Diagnosis (One System)
System Selection
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
Ver.CSP43.20
VIN:-
Vehicle : -
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.2V
VI
MI
Diagnosis (One System)
System Selection
LASER/RADAR
Work support : MILLIWAVE RADAR ADJUST
Perform radar alignment under the following conditions:
-Vehicle not moving
-IGN ON
-Target board set
Please touch the start button when ready indicate "Start" button.
Start
Current status
MONITOR
Vertical Angle
Radar angle
DownW
Vertical Angle
Radar measurement result
2.02
deg
Horizontal Angle
Radar angle
LeftW
Horizontal Angle
Radar measurement result
0.18
deg
Alignment status
Initializing for alignment
End



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
KNMAT2MV1JP[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [1] | Service History [22] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [2]

Vehicle Detail

VIN	KNMAT2MV1JP[redacted]		
Last Modified By	Michael Gorrill, 5/24/2018 12:06 PM	Branded Title	
Created By	NNAETL, 12/5/2017 11:28 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage		MSRP	$30,110
Latest Recorded Mileage Units			
In Service Date	12/29/2017		

Manufacturing Data

Make/Model	2018 NISSAN ROGUE	Manufacturer Date	10/23/2017
Model Year	2018	Plant Name	Renault Samsung
Make	NISSAN	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22218	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	CASPIAN BLUE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	AIVI
Model Series		Model Line Code	RGE
Factory Installed Options	C03L92U01U35Z66		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2PC FRONT, 2PC SEC), U01 (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	12/29/2020	36,000				
2	POWERTRAIN COVERAGE	12/29/2022	60,000				
3	SEAT BELT	12/29/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	12/29/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	12/29/2025	60,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	VRS[redacted]	[redacted]	SMITHTOWN NISSAN	NMAC lease	ROGUE	12/29/2017	

Vehicle Ownership

Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns Help

No records to display

Warranty Cases

Warranty Cases Help

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]	4/13/2018 8:12 AM			Open	0	Bereniz Lopez

Service History

Service History Help

Action	SRH Number	PNC Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	SRH-[redacted]	NO DEFECT FOUND	FW	3/27/2018	3,950	[redacted]	2691	[redacted]	2
	SRH-[redacted]	FRONT WIPER BLADE REFILLS	FW	1/31/2018	20		2691	[redacted]	1
	SRH-[redacted]		PD	12/27/2017	5		2691	[redacted]	1
	SRH-[redacted]		C	3/26/2018	3,950		2691	[redacted]	
	SRH-[redacted]		I	3/26/2018	3,950		2691	[redacted]	
	SRH-[redacted]		W	3/26/2018	3,950		2691	[redacted]	
	SRH-[redacted]		C	3/26/2018	3,950		2691	[redacted]	
	SRH-[redacted]		W	1/31/2018	20		2691	[redacted]	
	SRH-[redacted]		I	12/29/2017	6		2691	[redacted]	
	SRH-[redacted]		W	12/23/2017	5		2691	[redacted]	
	SRH-[redacted]		C	4/30/2018	6,039		1894	[redacted]	
	SRH-[redacted]		C	4/30/2018	6,039		1894	[redacted]	
	SRH-[redacted]		C	4/30/2018	6,039		1894	[redacted]	
	SRH-[redacted]		C	4/30/2018	6,039		1894	[redacted]	
	SRH-[redacted]		C	4/30/2018	6,039		1894	[redacted]	
	SRH-[redacted]		C	4/30/2018	6,039		1894	[redacted]	
	SRH-[redacted]		W	4/19/2018	5,131		5372	[redacted]	
	SRH-[redacted]		C	4/19/2018	5,131		5372	[redacted]	
	SRH-[redacted]		C	4/19/2018	5,131		5372	[redacted]	
	SRH-[redacted]		C	4/19/2018	5,131		5372	[redacted]	
	SRH-[redacted]		C	4/19/2018	5,131		5372	[redacted]	
	SRH-[redacted]	NO DEFECT FOUND	FW	5/8/2018	5,131		5372	[redacted]	1

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action

12/5/2017 11:28 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	5/18/2018	[redacted]	[redacted]	[redacted]	NER	5/24/2018 8:00 AM	5/25/2018 11:26 AM
Edit	KNMAT2MV1JP[redacted]	Completed	5/24/2018		[redacted]	[redacted]	NER	5/24/2018 12:06 PM	5/24/2018 12:12 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



Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV8JP[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 New Haven State CT Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2018 Model Name Rogue Mfg. Date 10/12/2017 VIN KNMAT2MV8JP[redacted]
Mileage 616 License # [redacted] State CT Country United States

Special equipment & accessories none

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

Number	Description	Status	Date
none	none	○ Open ○ Closed	

Add Row Remove Row

III. Description of Incident & Claim

Source of Information IIR probe Incident Date 5/2/2018 Time 8:36 AM

Location of Incident (describe fully) Temple medical parking garage

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

Vision obstruction (describe) not described

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

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV8JP[redacted]

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

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant):
C states that the veh screeched to a halt and stopped
C states that 6 days later, C was pulling into parking lot in medical center parking garage
C states that was going about 5 mph
C states that was approaching a stop sign
C states that veh made a screeching noise and stopped
C states that C had "warning consult owner's manual" appear warning appear on dashboar
Undesired FEB operation. C stated that C has had the VEH 3 weeks and this has happened 3 times.
C stated that it is the same place each time. C stated that C was coming into the parking garage.

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

Driver Action (braking, steering, etc.):

Special Circumstances:

Actions taken after incident and results of those actions: brought to dealer for diagnosis

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

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

Witness Present? ○ YES ◉ NO

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

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV8J[redacted]

	Yes	No	Comments
EDR download included in report?	○	◉	

III. Sensor and ECM Visual Inspection

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

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

End of Form

*Name your file while saving.

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

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

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV8JP[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe)

Comments

II. Diagnostic Download and EDR Data

Instructions:

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

	Yes	No	Comments
Full diagnostic download included in report?	○	○	see pics

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MV8JP[redacted]

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

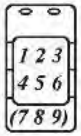
#	Allegation	Allegation made by
1	C states that the veh screeched to a halt and stopped C states that 6 days later, C was pulling into parking lot in medical center parking garage C states that was going about 5 mph C states that was approaching a stop sign C states that veh made a screeching noise and stopped C states that C had "warning consult owner's manual" appear warning appear on dashboard. Undesired FEB operation. C stated that C has had the VEH 3 weeks and this has happened 3 times. C stated that it is the same place each time. C stated that C was coming into the parking garage.	LAURIE MIGLIARO

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: IIR probe

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



Occupant Name [redacted] DOB [redacted] Height 5'3"

Address [redacted] New Haven, CT [redacted] Weight 162

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? na

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV8JP[redacted]

Occupant Name: not provided | DOB: not provided | Height:
Address: not provided | Weight:
Location: Incident Vehicle | Seating Position: 3 - Front Row Right
Seat Belts Worn: Lap + Shoulder Belt | Airbag Status: Airbag not deployed
Nature & Extent of Injuries: none
Where, when, and by whom were the injuries treated? na

Add Occupant | Remove Occupant

☐ No Occupants Comments:

V. Other Property Damage

☒ No Other Property Damage

Source of information:

VI. Investigation Results

Date of vehicle inspection: 5/21/18
Location of inspection: George Harte Nissan

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: Benjamin Foss | # Photos: 43

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

Exterior/Body	non impact incident
Engine/ Transmission/ Drivetrain	non impact incident
Underbody/ Suspension/ Steering/ Wheels & Tires	non impact incident
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	non impact incident
Seat Belts/ Child Restraints (if applicable)	na

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MV8JP[redacted]

Air Bags: non impact incident

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

non impact incident. Front radar intact and not blocked. No FEB operation stored in consult. no DTCS stored.

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	C states that the veh screeched to a halt and stopped C states that 6 days later, C was pulling into parking lot in medical center parking garage C states that was going about 5 mph C states that was approaching a stop sign C states that veh made a screeching noise and stopped C states that C had "warning consult owner's manual" appear warning appear on dashboard. Undesired FEB operation. C stated that C has had the VEH 3 weeks and this has happened 3 times. C stated that it is the same place each time. C stated that C was coming into the parking garage.	non impact incident. Front radar intact and not blocked. No FEB operation stored in consult. no DTCS stored.

Add Row | Remove Row

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

Reporter's Signature *Benjamin Foss*

Reporter's Name & Region: Benjamin Foss, Dealer Technical Specialist, Nissan North America, Northeast Region



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

Case [redacted]

Customize Page | Printable View | Help for this Page

Case Comments [20] | Case Categorizations [1] | Open Activities [1] | Activity History [8] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [2] | Case History [31] | Emails [2]

Case Detail

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

THIS IS A JD POWER CUSTOMER, PLEASE TREAT WITH GREAT CARE.[SPECIAL HIGH-IMPACT CATEGORY: GROUP A MODEL LINE].

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	5/8/2018 3:48 PM
Letter Received Date		Date/Time Closed	
Follow Up Date	6/12/2018	Multiple Repairs	No
Follow Up Request	Send Follow Up Email		
Supporting Documents		DRT Support Status	DRT Assigned
CA Multiple Repairs		DRT Support IIR Status	Accepted
Executive Actions To Resolve		DRT Resolution Status	
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	GEORGE HARTE NISSAN
# Vehicles Owned	1	Previous Repair Date	5/4/2018
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	335		

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	KNMAT2MV8JP[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	Nissan	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22018	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	GEORGE HARTE NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	5/9/2018
Responsible District	09	Dealer Instructions	Service Dept. Review
Shared With	GEORGE HARTE NISSAN	Requested Dealer Action	C seeking assistance with FEB concerns.

Related Items

Approved Check Requests	$0.00	VCAN	
IIR	F59432	Goodwill Offered	
IIR Date		Goodwill Processed	0

RHR Started	5/15/2018	Vehicle Service Contract	
RHR Completed	5/15/2018	VSC Reprint Request	Email
		Contact Name	[redacted]

Primary & Secondary Root Cause Code

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

Action Code

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

DTS Request

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MV8JP[redacted]		
Created By	Amro Abufarha, 5/8/2018 3:48 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 5/29/2018 9:04 PM	Root Cause Code (2)	
Legacy Case Number		Action Code	
Root Cause		Priority	N/A

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

Case Comments

New — Case Comments Help

Action	Public	Comment
Make Private	✓	**Created By: Dakota McGregor (5/29/2018 8:19 AM)** ARBS notes update from DTS-BF informing that IIR has been uploaded to FTP
Make Public		**Created By: Jacklyn Capers (5/23/2018 1:16 PM)** ARBS noting no update - ARBS awaiting PL decision
Make Private	✓	**Created By: Dakota McGregor (5/21/2018 11:32 AM)** ARBS placed outbound to C[redacted] ARBS verified C had time to speak to ARBS ARBS informed per Cs request for repurchase/replacement to be further reviewed, Nissan was required to complete an inspection ARBS informed that inspector completed inspection this morning C understood and states as fine as long as was required to review Cs request ARBS confirmed this was required ARBS informed that can be 1-2 weeks or less for specialists to review info from inspection **C states C will be unavailable from 05/31-06/04 ARBS informed would have on file ARBS offered further assistance C declined ARBS thanked C C thanked ARBS Call ended mutually
Make Private	✓	**Created By: Dakota McGregor (5/21/2018 11:29 AM)** ARBS notes per DTS-BF that inspection was completed on 05/21/18
Make Private	✓	**Created By: Dakota McGregor (5/18/2018 4:48 PM)** ARBS submitted DTS request
Make Private	✓	**Created By: Dakota McGregor (5/18/2018 4:47 PM)** ARBS received e-mail from SRPLNR FD advising that ARBS will need to submit request for inspection and conduct IIR
Make Private	✓	**Created By: Dakota McGregor (5/17/2018 4:15 PM)** ARBS reviewed case with SRPLNR FD SRPLNR informed that would review to see if ARBS needs to proceed with inspection ARBS sent e-mail to SRPLNR with case info/ summary to further review
Make Public		**Created By: Jacklyn Capers (5/16/2018 3:56 PM)** ARBS requesting update following DTS inspection to make RHR decision
Make Public		**Created By: Leslie Griffin (5/15/2018 11:07 AM)** DRTS received the RHR. The RHR was assigned to ARBS Jacklyn Capers for review.
Make Public		**Created By: Nicki Barror (5/15/2018 11:06 AM)** DRTS attached RHR
Make Public		**Created By: Nicki Barror (5/15/2018 10:54 AM)** DRTS attached RO's, per Freddy in Service, vehicle is there waiting on direction from Nissan, but no open RO.
		Created By: Dakota McGregor (5/15/2018 10:14 AM) ARBS placed outbound to C[redacted] ARBS verified and completed probe ARBS verified C had time to speak to ARBS ARBS apologized for not giving C a call sooner C states is fine and that RCAS informed C that C might not be contacted until 05/16 C states that the veh screeched to a halt and stopped C states that 6 days later, C was pulling into parking lot in medical center parking garage C states that was going about 5 mph C states that was approaching a stop sign C states that veh made a screeching noise and stopped C states that C had "warning consult owner's manual" appear warning appear on dashboar C states that took picture C states that C was told by DLR that there is no fix and that Nissan knows about problem C states that C was told by DLR that DLR would deactivate the system

C states that a few days later after having system deactivated
C states that C had another incident with automatic braking
C states that C was told that would have to deactivate the FEB every time that veh starts
C states that spoke to salesperson who informed that GM would call C
C states that salesperson told C to come get a loaner/rental
C states that was told that GM would call C, but has not been contacted by DLR
C states that worked with some other representatives from the DLR
C states that would like a rogue without FEB
C states that was told that there is no recall
C states that would like veh replacement
C states that is seeking repurchase/ replacement of the veh
C states regardless of what happens C does not want the veh anymore

C states there were no vehicles ahead of or beside C
C states there was no construction going on around veh
C states that overhead obstruction was in a parking garage- yes concrete roof
C states that there was 333 miles on the veh
C states that put the veh in park and waited and put back in drive then veh was fine
C states that there were no accidents or injuries in the veh related to Cs concerns
C states most recent incident was 05/09
C states that incident occurred at the Temple Medical parking garage in New Haven Ct
C states that codes were pulled by DLR and were FEB codes, and that DLR told C that have never heard of codes
C states that DLR contacted Nissan to further discuss

Make Private

ARBS advised c that NNA would be interested in inspecting the veh
ARBS advised c that it can take 2-4 weeks to get an inspector out and another 2-4 weeks to get the results depending on the inspector's schedule
c stated ok
ARBS advised c that c would have to make the vehicle available at the Nissan dealer for the inspection and the inspection would take 4-6 hours
c stated ok
ARBS advised c that in the time of the investigation NNA will not provide a loaner, rental, towing, or any assistance until it can be determined what happened
ARBS advised c that if it is found to be a defect with the vehicle, NNA would offer to review for reimbursement for any rental at that time but only if Nissan is in a position to assist on the claim
c stated ok
C states C would prefer to have veh repurchased/replaced
ARBS informed that Nissan could review to see if Nissan would be in a position to repurchase or replace the veh
ARBS informed that could be a 10 business day process
ARBS informed that is not guaranteed that Nissan the manufacturer could assist C with this
C understood
ARBS inquired if C would be willing to work with Nissan to conduct inspection
C states yes if required
ARBS informed that would be reviewing Cs case further then would contact C back once ARBS has an update
ARBS offered further assistance
C declined
ARBS provided contact number
ARBS thanked C
C thanked ARBS
Call ended mutually

Make Public

Created By: Nicki Barror (5/15/2018 10:07 AM)
DRTS NB called dlr 3033 for RO's incl open, Francisco sending, thinks Ro is closed now.

Make Private

Created By: Dakota McGregor (5/15/2018 9:18 AM)
ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Make Public

Created By: Samantha Dixon (5/10/2018 11:33 AM)
C seeking assistance with FEB concerns.

Make Private

Created By: Lori Wells (5/10/2018 9:04 AM)
RCAS-LW notes correction to follow up: Wednesday 05/16/18.

Make Private

Created By: Lori Wells (5/10/2018 9:04 AM)
RCAS-LW placed outbound call to C @[redacted]
RCAS-LW VERIFIED C's name, home & email address & concern, phone#, VIN#, mileage
RCAS-LW verified mailing address[redacted] New Haven, CT[redacted]
RCAS-LW CHECKED and ADVSIED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: None
RCAS-LW ADVISED "This call may be recorded for quality and training purposes."
RCAS-LW provided C with Case # and direct #.

RCAS-LW stated that RCAS-LW is C's regional specialist with Nissan Consumer Affairs and RCAS-LW will be assisting C with any questions or concerns that C may have as well as make any decisions pertaining to C's case.

C stated that the VEH is at the DLR and is going to stay.
C stated that C brought the VEH back to DLR last night and is in loaner.
C stated that the GM is supposed to be calling to get C out of the VEH.
C stated that C is deadly afraid of the VEH.
C stated that C is in Rogue Sport that does not have FEB feature.

RCAS-LW understood that C is seeking assistance with brakes automatically applying?
C stated yes.

C stated that C was told by the Service Department and was advised that it is a known concern but there is not repair.
C stated that it has happen 3 times and C has had the VEH 3 weeks.

RCAS-LW apologized for the situation and concerns.
RCAS-LW advised that RCAS would like to look into concern further.
RCAS-LW asked IIR questions.

RCAS-LW advised that C will receive a call by close of business Wednesday 05/15/18.
C thanked RCAS.
RCAS-LW thanked C.
Call ended mutually.

Make Private

Created By: Lori Wells (5/9/2018 12:51 PM)
RCAS-LW placed outbound call to C @ [redacted] left VMX.
RCAS-LW advised that RCAS would follow up no later than 05/10/18.
RCAS-LW provided direct number and case number and business hours.

==========

RCAS-LW placed outbound call to C @[redacted] left VMX.
RCAS-LW advised that RCAS would follow up no later than 05/10/18.
RCAS-LW provided direct number and case number and business hours.

==========

RCAS-LW placed outbound call to C @[redacted]

RCAS-LW notes this is not a working number.

Make Public

Created By: Amro Abufarha (5/8/2018 4:02 PM)
CASE SUMMARY

CRR-AA C is having Automatic emergency braking system issues and an issue solution has not been found by DLR

Make Public

Created By: Amro Abufarha (5/8/2018 4:01 PM)
CRR-AA < VERIFIED> Account Info including: C's name, home & email address, phone# & best contact#
CRR-AA VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History
CRR-AA CHECKED for open recalls/campaigns and found:0
CRR-AA CHECKED for previous UNRELATED Case(s) and found: 0
CRR-AA CHECKED previous RELATED Case(s) and found: 0
CRR-AA NOTED concern is: lease nissan rogue

C stated C was driving the new leased VEH and is now hearing bad noise from the motor
C stated C later found out that the brakes are screeching halt
C stated the VEH just randomly stops because of the Automatic emergency braking system
C stated C has had 2 DLR visits so far
C stated DLR informed C that the computer is not pulling a software fix because it has not been updated for the issue yet
C stated DLR informed C taht they are aware of the soft ware glitch but have not found a solution yet
C stated C would like another rogue or the VEH fixed

CRR-AA informed C that case will be sent to RCAS for review
CRR-AA informed C that RCAS will call before end of next business day
CRR-AA provided case# [redacted] and [redacted]

C stated C will be waiting on the call

CRR-AA provided case# [redacted] ID [redacted]

Case Categorizations

New Case Categorization | Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code
	CC[redacted]	BRAKES	TRACTION CONTROL SYSTEM	UNABLE DIAGNOSE/DUPLICATE	04

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	LOOK FOR UPDATE	Not Started	5/30/2018			LAURIE MIGLIARO	Jacklyn Capers	5/23/2018 1:17 PM	DRT-JGC

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	please complete RHR		[redacted]	5/21/2018	Nicki Barror		Complete	5/15/2018 11:06 AM
Edit | Del	DTS Follow Up[redacted]: GEORGE HARTE NISSAN			5/20/2018	Dakota McGregor		Complete	5/21/2018 11:32 AM
Edit | Del	DTS Reques[redacted] GEORGE HARTE NISSAN			5/20/2018	Benjamin Foss		Complete	5/20/2018 10:17 AM
Edit | Del	please gather ROs		[redacted]	5/17/2018	Nicki Barror		Complete	5/15/2018 10:54 AM
Edit | Del	RHR Review[redacted]	RHR	[redacted]	5/15/2018	Jacklyn Capers	Consumer Affairs RHR	Complete	5/16/2018 3:57 PM
Edit | Del	RHR Assigned[redacted]		[redacted]	5/15/2018	Dakota McGregor		Complete	5/15/2018 5:00 PM
Edit | Del	IIR		[redacted]	5/14/2018	Dakota McGregor		Complete	5/15/2018 9:17 AM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 5000G1Vrpnc:ref]		[redacted]	5/10/2018	Lori Wells		Complete	5/10/2018 9:02 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	Lori Wells, 5/10/2018 9:03 AM	5/10/2018			KNMAT2MV8JP[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	[redacted]	5/21/2018 10:16 AM	[redacted]	[redacted]	Completed

Attachments

Attach File | View All | Attachments Help

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted] RHR.docx	21KB	5/15/2018 11:05 AM	Nicki Barror
Edit | View | Del	[redacted] ROs_Dlr3033.pdf	64KB	5/15/2018 10:50 AM	Nicki Barror

Case History

Case History Help

Date	User	Action
5/29/2018 8:19 AM	Dakota McGregor	Changed **Follow Up Date** from 5/29/2018 to **6/12/2018**.
5/24/2018 11:48 AM	Dakota McGregor	Changed **Follow Up Date** from 5/28/2018 to **5/29/2018**.
5/23/2018 1:10 PM	Jacklyn Capers	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MV8JP[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: KNMAT2MV8JP**[redacted].
5/21/2018 10:52 AM	Dakota McGregor	Changed **Follow Up Date** from 5/21/2018 to **5/28/2018**.
5/18/2018 4:53 PM	Dakota McGregor	Changed **Follow Up Date** from 5/18/2018 to **5/21/2018**.
5/17/2018 4:16 PM	Dakota McGregor	Changed **Follow Up Date** from 5/17/2018 to **5/18/2018**.
5/15/2018 4:59 PM	Dakota McGregor	Changed **Follow Up Date** from 5/16/2018 to **5/17/2018**.
5/15/2018 11:08 AM	Leslie Griffin	Changed **DRT Support Status** from Pending to **DRT Assigned**.
5/15/2018 11:06 AM	Nicki Barror	Changed **RHR Started** from 5/8/2018 to **5/15/2018**.
		Changed **RHR Completed** to **5/15/2018**.
5/15/2018 10:15 AM	Dakota McGregor	Changed **Follow Up Date** from 5/15/2018 to **5/16/2018**.
5/14/2018 5:40 PM	Dakota McGregor	Changed **Follow Up Date** from 5/14/2018 to **5/15/2018**.
5/14/2018 5:40 PM	Dakota McGregor	Changed **Subject** from CUSTOMER[redacted] PHONE:[redacted] VIN: KNMAT2MV8JP[redacted] to **CUSTOMER**[redacted] **PHONE:**[redacted] **VIN: KNMAT2MV8JP**[redacted]
5/10/2018 4:41 PM	Dakota McGregor	Changed **Follow Up Date** from 5/16/2018 to **5/14/2018**.
5/10/2018 11:33 AM	Samantha Dixon	Changed **Case Owner** from Lori Wells to **Dakota McGregor**.
5/10/2018 11:33 AM	Samantha Dixon	Changed **Description**.
5/10/2018 9:04 AM	Lori Wells	Changed **Follow Up Date** from 5/10/2018 to **5/16/2018**.
5/10/2018 8:41 AM	Lori Wells	Changed **Subject** from CUSTOMER[redacted] PHONE:[redacted] VIN: KNMAT2MV8JP[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: KNMAT2MV8JP**[redacted]
5/9/2018 12:52 PM	Lori Wells	Changed **Follow Up Date** from 5/9/2018 to **5/10/2018**.
5/9/2018 12:36 PM	Lori Wells	Changed **Data Net** from false to **true**.
5/9/2018 12:35 PM	Lori Wells	Changed **Description**.
5/9/2018 10:36 AM	Lesley Howard	Changed **Case Owner** from L2 JD Powers Customers to **Lori Wells**.
5/9/2018 10:34 AM	Rodrick Pewitt	Changed **Case Owner** from Rodrick Pewitt to **L2 JD Powers Customers**.
5/8/2018 4:02 PM	Amro Abufarha	Changed **Escalated By ID** to[redacted]
		Changed **Case Owner** from Amro Abufarha to **Rodrick Pewitt**.
5/8/2018 4:02 PM	Amro Abufarha	Changed **RHR Started** to **5/8/2018**.
5/8/2018 3:48 PM	Amro Abufarha	Changed **Work Phone** to[redacted]
		Changed **Follow Up Date** from 5/8/2018 to **5/9/2018**.
		Changed **VIN** to **KNMAT2MV8JP**[redacted].
		Changed **Subject** to **CUSTOMER**[redacted] **PHONE:**[redacted] **VIN: KNMAT2MV8JP**[redacted]
		Created.

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Read	Re: Your inquiry to Nissan [ref: 00DA09j8L. 5000G1Vrpnc:ref] *[redacted] enclosed is the time we discussed as well as the photos of the dashboard...*	[redacted]	5/10/2018 9:19 PM
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 5000G1Vrpnc:ref] *5/10/2018 Case #[redacted] VIN #KNMAT2MV8JP[redacted] Dear[redacted]*	[redacted]	5/10/2018 9:02 AM

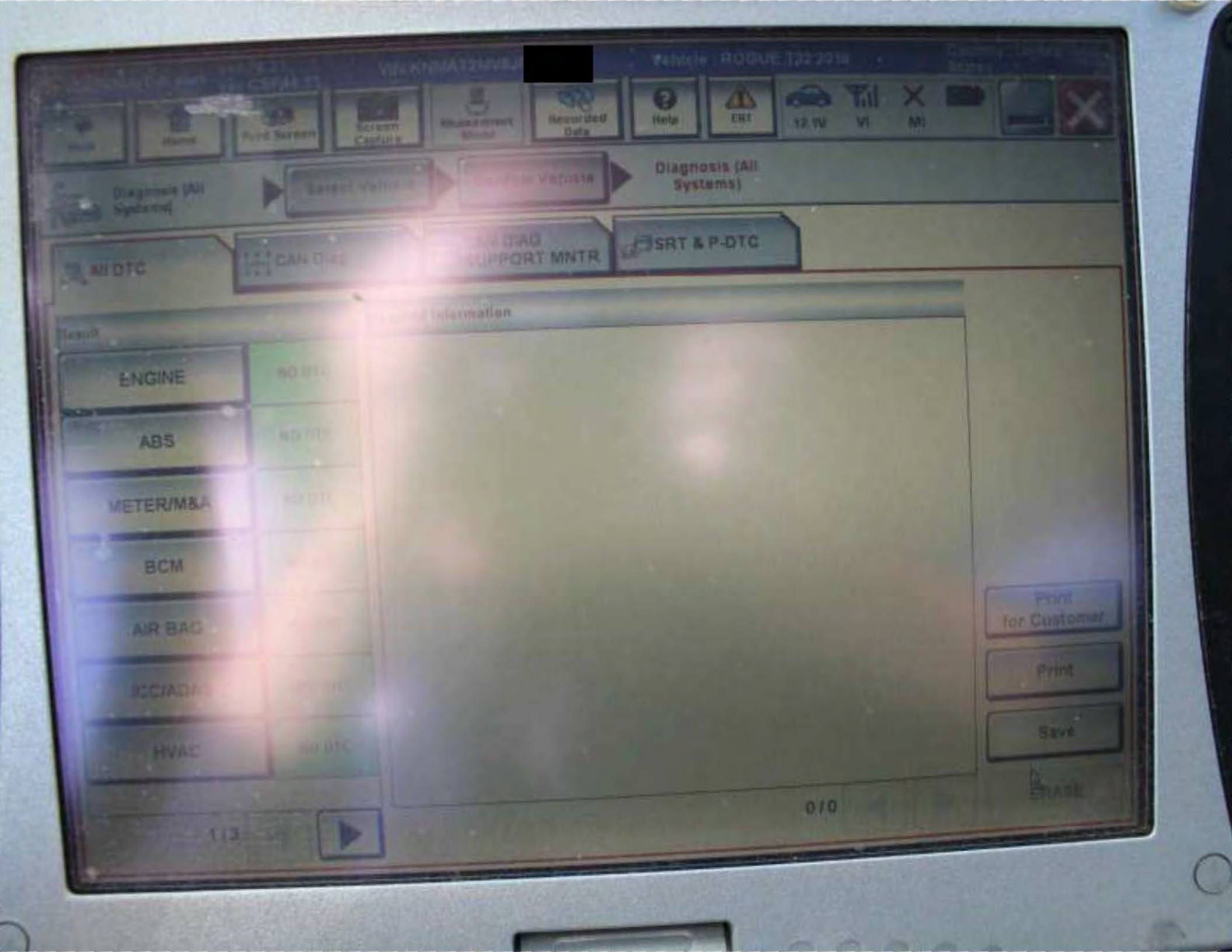
^ Back To Top

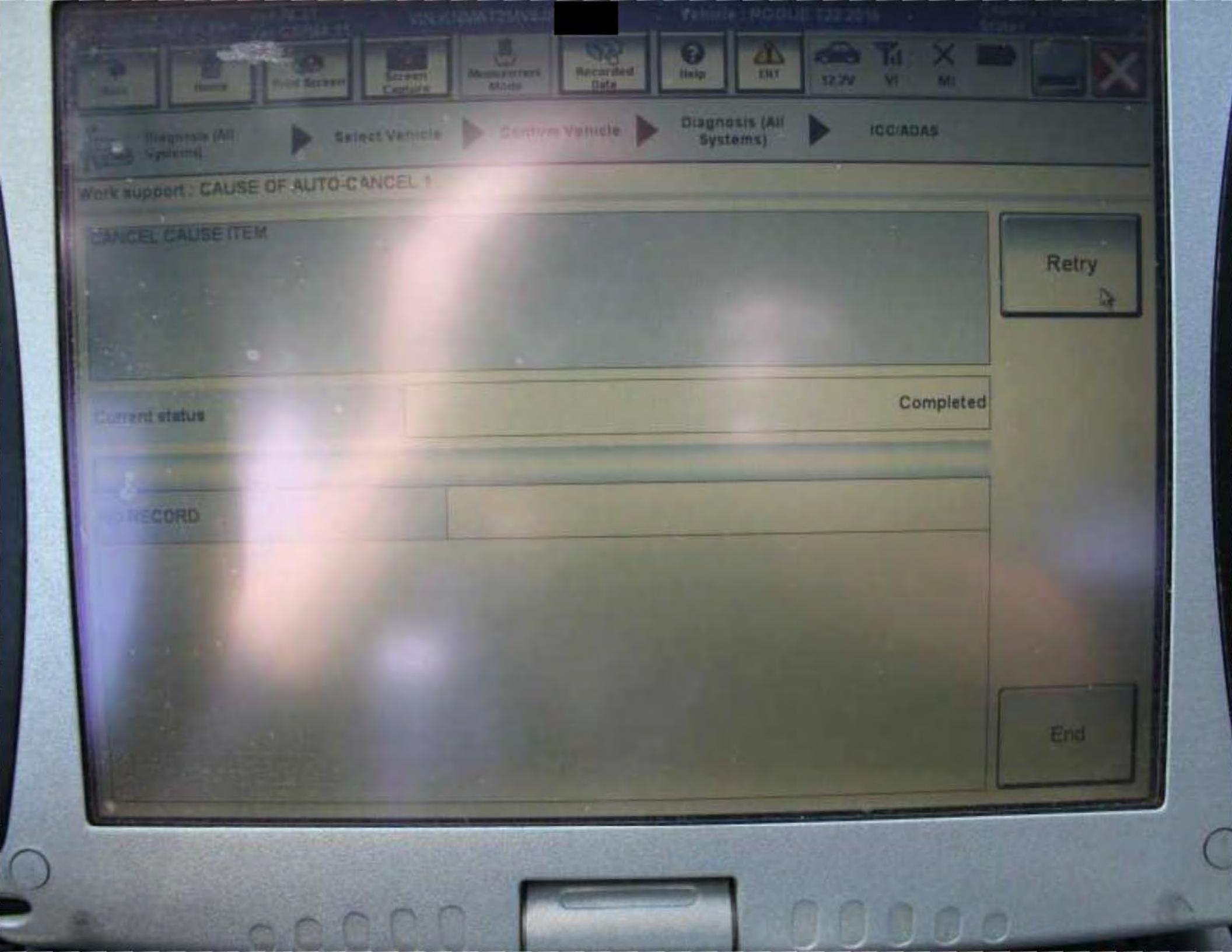
Always show me fewer / more records per related list

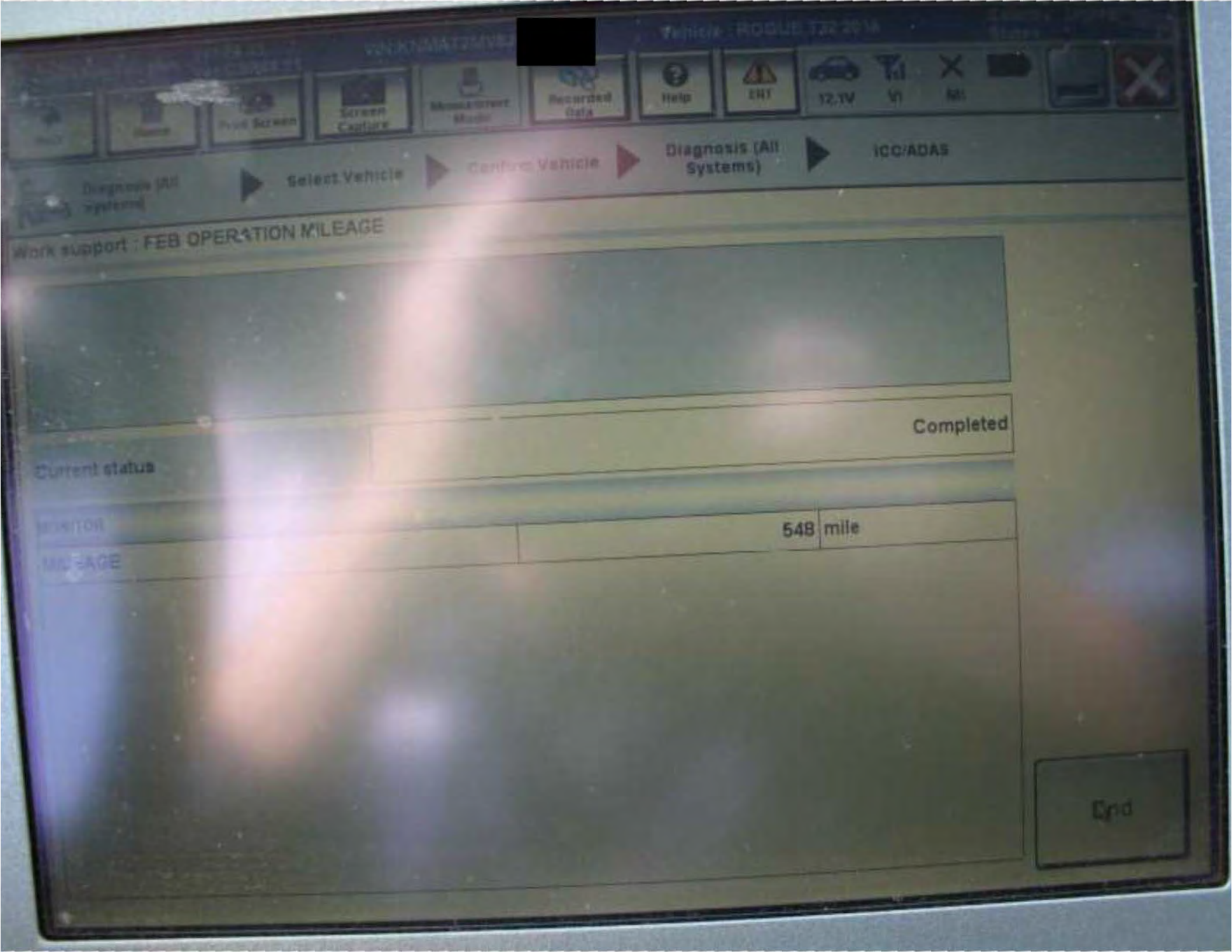
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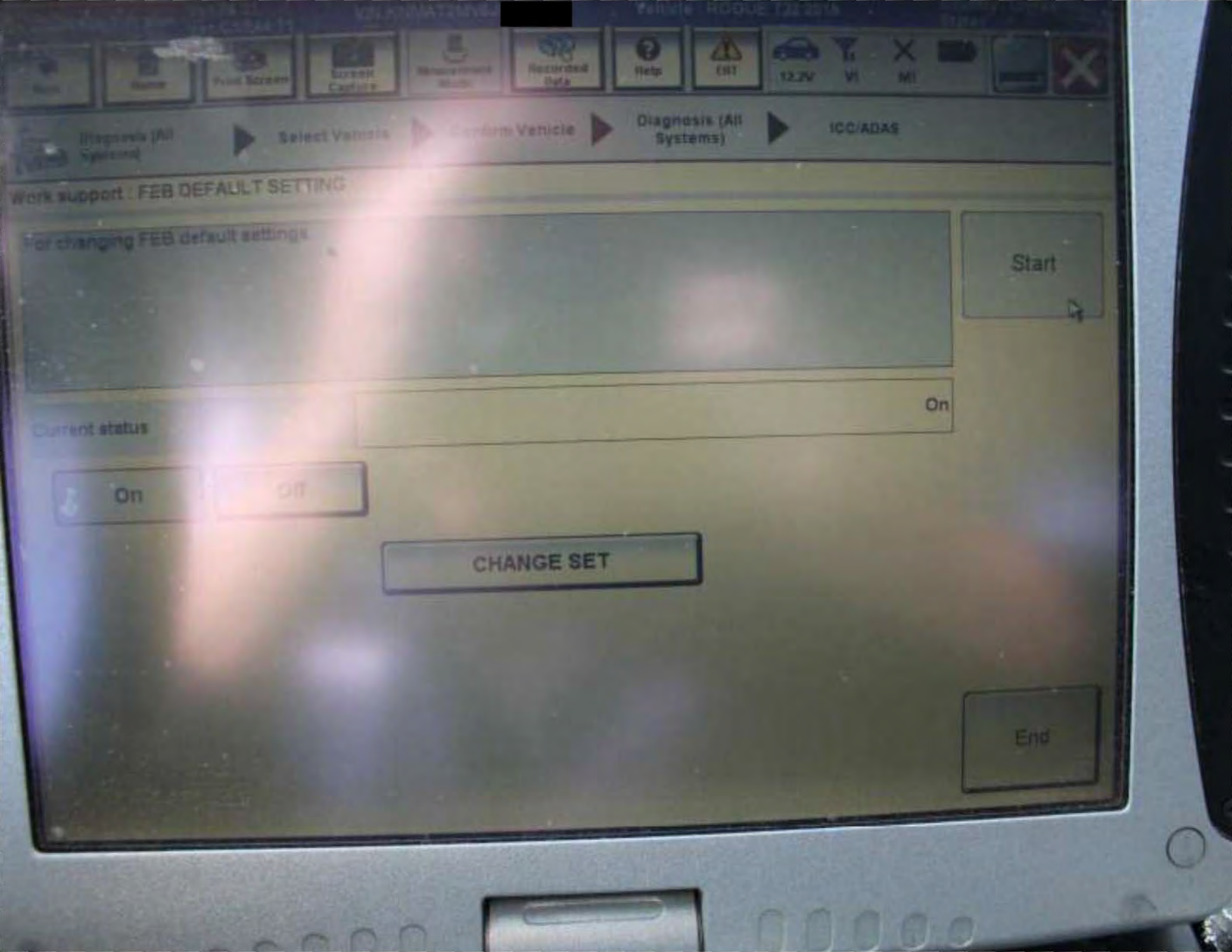

WARNING
BRAKE FLUID

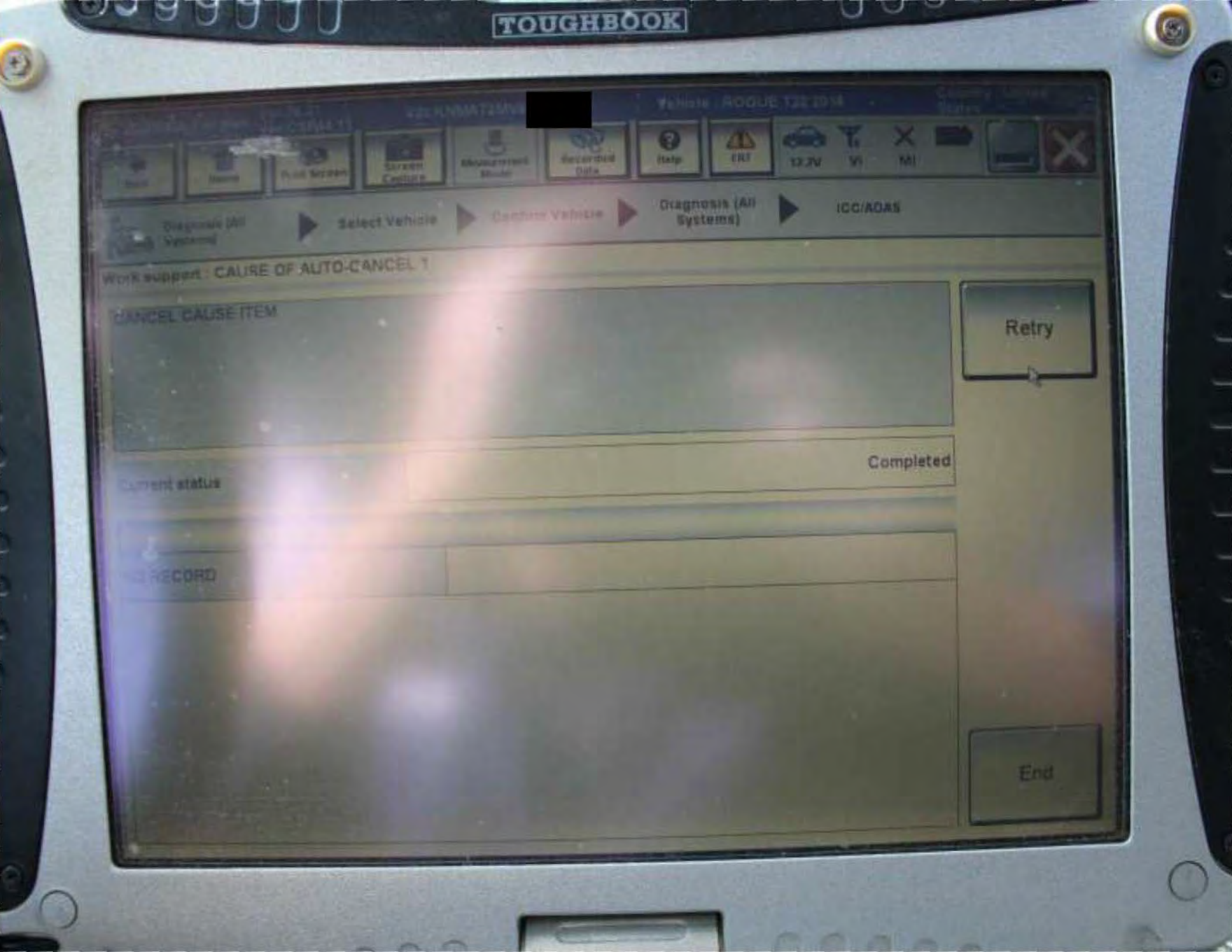

9.44 AM
68 F
No Warnings
P
86
616 miles
60
MPH
40
100
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20
20
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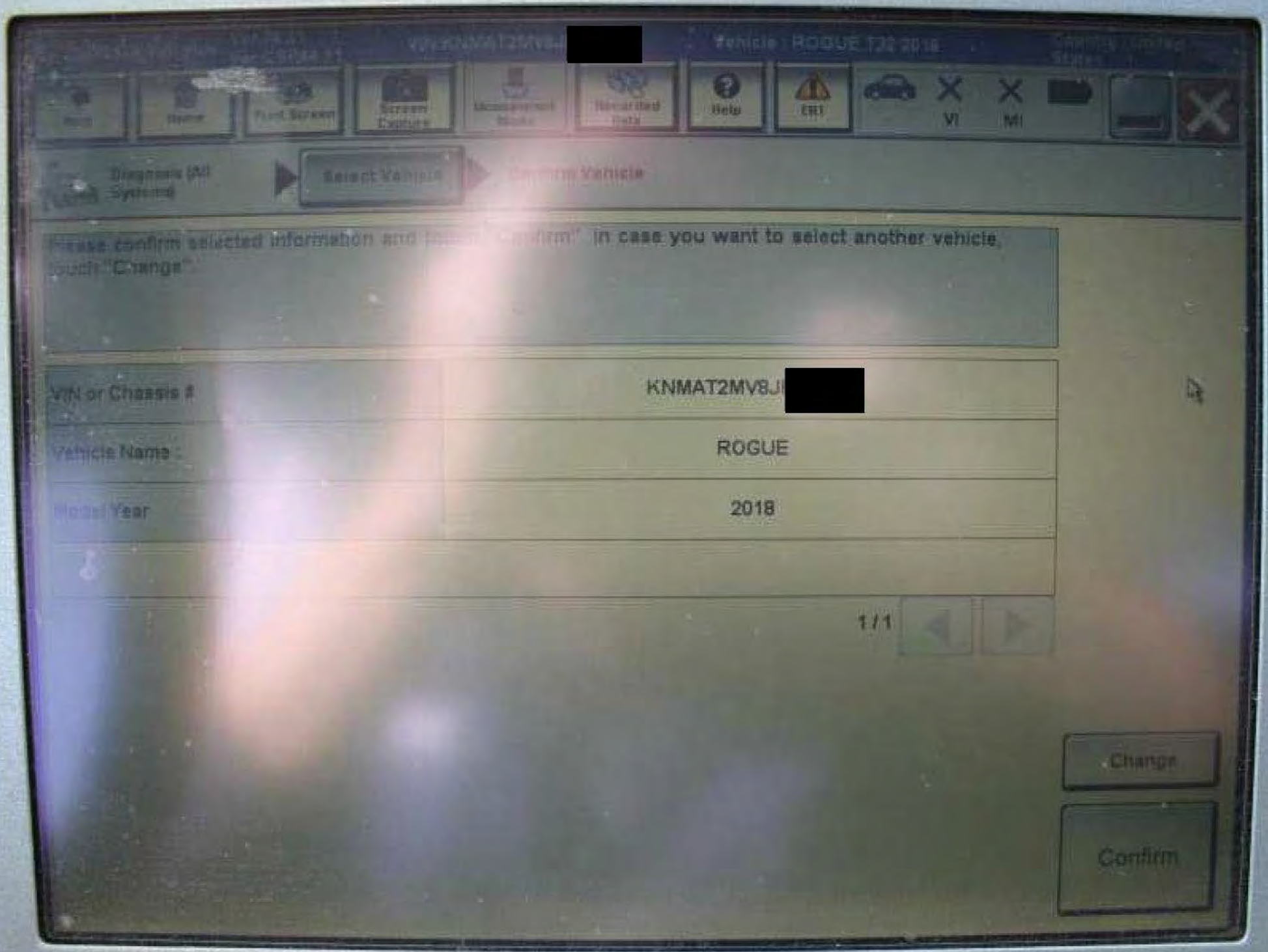

Recorded Data
Help
ERT
12.1V
VI
MI
Diagnosis (All Systems)
All DTC
CAN DIAG
SUPPORT MNTR
SRT & P-DTC
ENGINE
ABS
METER/M&A
BCM
AIR BAG
HVAC
Print for Customer
Print
Save
0/0
1/3


Diagnosis (All Systems)
Select Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Current status
Completed
RECORD
Retry
End


Screen Capture
Recorded Data
Help
ENT
12.1V
Diagnosis (All Systems)
ICC/ADAS
Select Vehicle
Work support : FEB OPERATION MILEAGE
Completed
Current status
548
mile
End


Recorded Data
Help
12.2V
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings
Start
Current status
On
On
CHANGE SET
End

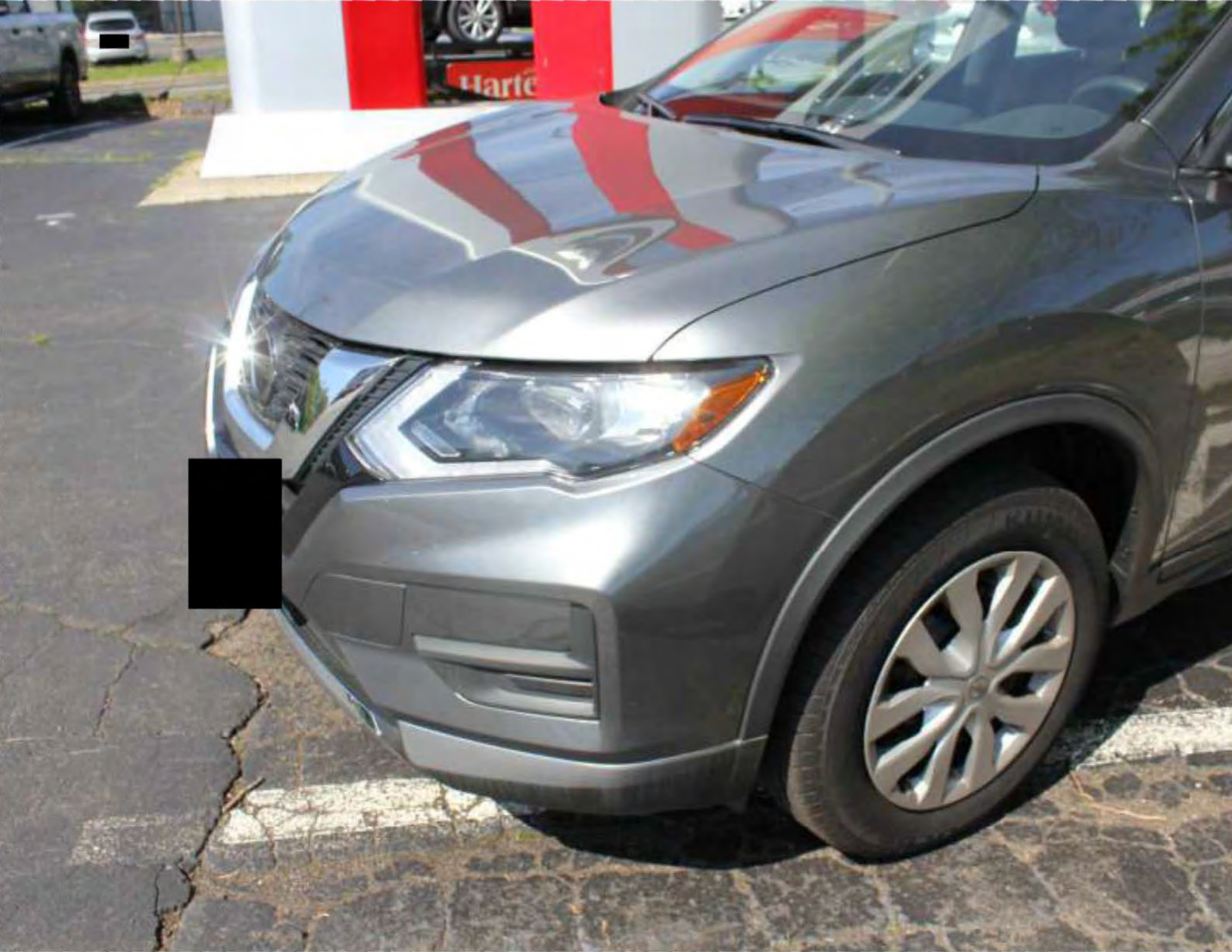

TOUGHBOOK
Select Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Completed
End


Vehicle : ROGUE T32 2018
Help
ERI
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Please confirm selected information and touch "Confirm" in case you want to select another vehicle, touch "Change"
VIN or Chassis #
KNMAT2MV8J
Vehicle Name :
ROGUE
Model Year
2018
1/1
Change
Confirm


MFD. BY RENAULT SAMSUNG MOTORS
CO., LTD. FOR NISSAN MOTOR CO., LTD.
DATE: 09 / 17
GVWR: 2141 KG
4720LB
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
KNMAT2MV8JP
MPV
MODEL: TDBNUPWT3J2EUA
COLOR: KAD TRIM: G 2S30A


NISSAN


SUNOCO
NISSAN






ROGUE


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George Harte
NISSAN
Service




NISSAN




NISSAN






ROGUE


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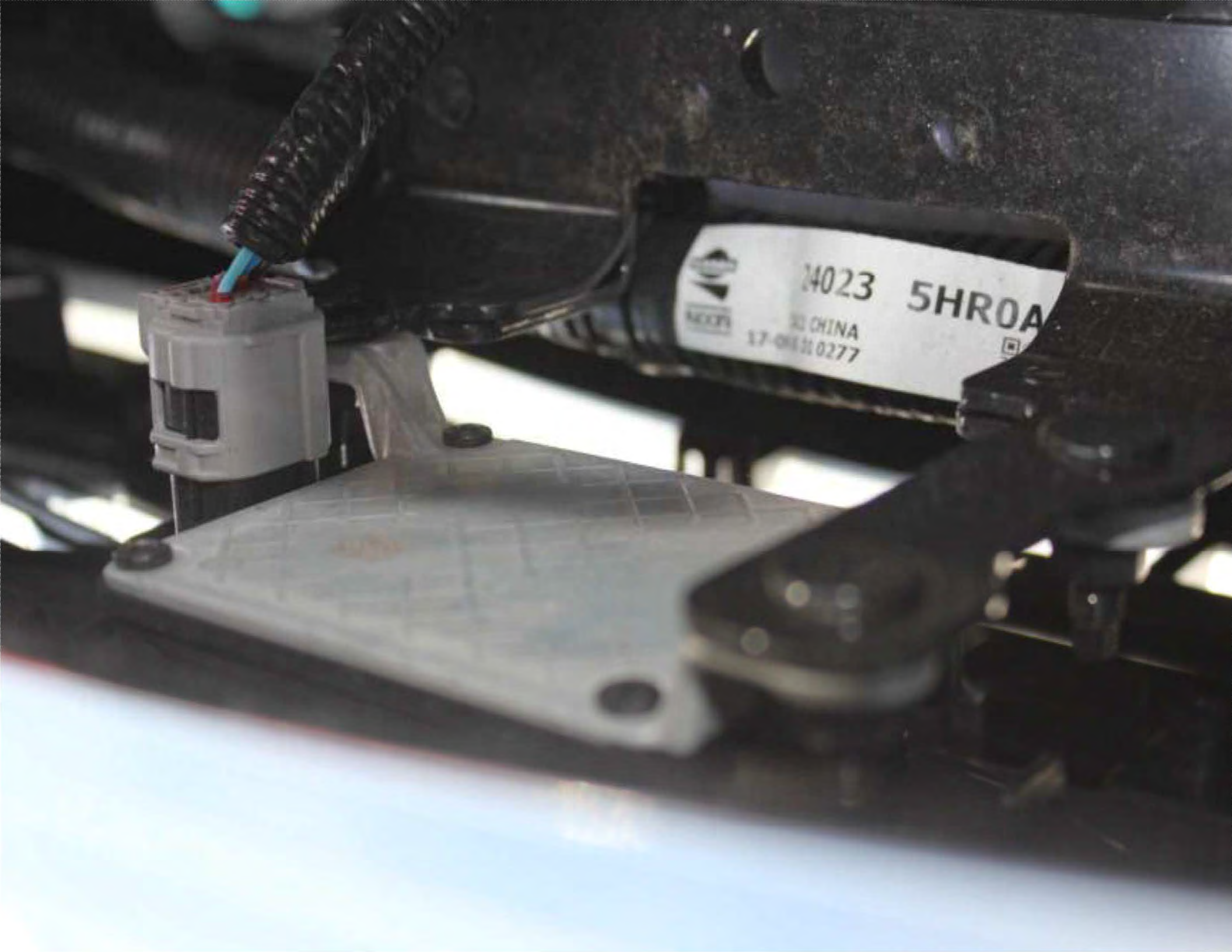

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ROGUE


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CHINA






NISSAN


RENAULT NISSAN


RENAULT NISSAN


NISSAN









Vehicle
KNMAT2MV8JP[redacted]

Customize Page | Printable View | Help for this Page

Vehicle Campaigns [0] | Warranty Cases [0] | Cases [2] | Service History [6] | Vehicle Service Contracts [0] | Vehicle History [1] | DTS Field Inspections [1]

Vehicle Detail

THIS IS A JD POWER CUSTOMER, PLEASE TREAT WITH GREAT CARE.[SPECIAL HIGH-IMPACT CATEGORY: GROUP A MODEL LINE].

VIN	KNMAT2MV8JP[redacted]		
Last Modified By	Samaritan Potter, 5/30/2018 1:21 PM	Branded Title	
Created By	NNAETL, 12/11/2017 11:25 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	335	MSRP	$27,280
Latest Recorded Mileage Units	M		
In Service Date	4/21/2018		

Manufacturing Data

Make/Model	2018 Nissan ROGUE	Manufacturer Date	10/12/2017
Model Year	2018	Plant Name	Renault Samsung
Make	Nissan	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	22018	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	GUN METALLIC	Emissions Certification	
Cylinders	4	Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Factory Installed Options	C03L92Z66		
Factory Installed Options Descriptions	C03 (50 STATE EMISSIONS), L92 (FLOOR MATS (2PC FRONT, 2PC SEC), Z66 (ACTIVATION DISCLAIMER)		

Vehicle Tools

Total Approved Checks VIN Decoder

System Information

Latest Owner (BETA) [redacted]

Warranty Information

S No.	Warranty Description	Warranty Expiration Date	Warranty Expiration Miles	Warranty Exclusion Code	Warranty Exclusion Name	Warranty Extensions/Cust Service Initiatives Flag	Brand
1	BASIC COVERAGE	4/21/2021	36,000				
2	POWERTRAIN COVERAGE	4/21/2023	60,000				
3	SEAT BELT	4/21/2028	999,999				
4	CORROSION COVERAGE (PERFORATION)	4/21/2023	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	4/21/2026	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	VRS[redacted]	[redacted]	GEORGE HARTE NISSAN	NMAC lease	ROGUE	4/21/2018	

Vehicle Ownership

Vehicle Ownership

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

Vehicle Campaigns

Vehicle Campaigns Help

No records to display

Warranty Cases

Warranty Cases Help

No records to display

Cases

Print Cases

Cases Help

Action	Case Number	Type	Account Name	Date/Time Opened	Date/Time Closed	Current Mileage	Status	CST Approvals	Owner Name
| Edit | Cls	[redacted]	CA	[redacted]	5/8/2018 3:48 PM		335	Open	0	Dakota McGregor
| Edit | Cls	[redacted]	TECH LINE		5/8/2018 7:45 AM	5/8/2018 7:51 AM	334	Pending Dealer Reply	0	Sean Martin

Service History

Service History Help

Action	SRH Number	PNC Code Description	Coverage Code/Pay Type	Transaction Date/VR Close Date	Vehicle Mileage	Customer	Dealer Code	Work Order #	Claim Line #
	SRH-[redacted]		I	5/4/2018	335	[redacted]	3033	[redacted]	
	SRH-[redacted]		I	12/13/2017	2		3033	[redacted]	
	SRH-[redacted]		I	12/13/2017	2		3033	[redacted]	
	SRH-[redacted]		I	12/13/2017	2		3033	[redacted]	
	SRH-[redacted]		W	12/13/2017	2		3033	[redacted]	
	SRH-[redacted]		PD	12/13/2017	2	NP GEORGE HARTE NISSAN, INC.	3033	[redacted]	1

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
12/11/2017 11:25 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	5/20/2018	[redacted]	[redacted]	[redacted]	NER	5/21/2018 10:16 AM	5/21/2018 10:47 AM

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Always show me fewer / more records per related list

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