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] [redacted]

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN1BJ1CR9JW[redacted]

Supplements

Check all of the supplements that apply:

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

I. CLAIMANT

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

Address [redacted] Eve. Phone [redacted]

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

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

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

II. Vehicle

Model Year 2018 Model Name Rogue Sport Mfg. Date 2/6/2018 VIN JN1BJ1CR9JW[redacted]

Mileage 261 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	None	○ Open ◉ Closed	10/21/2018

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information Claimant Incident Date 9/22/2018 Time 10:02 AM

Location of Incident (describe fully) Rail crossing 100 yards north of Conklin street in Farmingdale NY, traveling southbound

Weather Conditions (Rain/Snow/Dry/Etc.) Dry, clear conditions.

Vision obstruction (describe) None Given

Temperature at time of incident 72°F Parking location prior to time of incident Not Given

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN1BJ1CR9JW[redacted]

Overnight temperature prior to incident: 72°F
Length of time parked: Not Given

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant): Claimant states that he approached the rail road tracks where there were 2 sets of tracks. Claimant stated that he went over the first set and when going to the second tracks the vehicle locked up and turned off. Claimant stated that he tried to turned the vehicle's ignition off and tried to turn it back on and the vehicle wouldn't turn on. Claimant stated that he was able to get the vehicle in neutral, but that the crossing arms came down and vehicle was stuck facing the 2nd set of tracks. Claimant stated that he was unsure of warning lights on the dash at the time. Claimant stated that when the his tires cleared the first set of tracks, the vehicle got stuck and then the ignition wouldn't turn back on. Claimant stated that the vehicle is currently repaired. Claimant stated that the front bumper, headlights and fender were damaged and ripped off. Claimant stated that the vehicle was in neutral and the vehicle rolled backwards out of the way. Claimant stated that he was able to get out of the vehicle and had no injuries. Claimant confirmed that there was no issues with the FEB, and that Claimant believes that the engine just seized stopping the vehicle. Claimant stated that on that road there is a large dip prior to the tracks, and the tracks are on a hump in the road and the drivers assist will detect that and the FEB will act like it detects and obstruction and this dip is just before you get to to the railroad tracks.

Relation to Roadway (on-road, off-road, left side, right side): On Roadway / crossing train tracks.
Number of times incident occurred: once

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

Special Circumstances: Large dip in roadway just prior to a double set of banking rail tracks which causes the nose of the vehicle to face tracks at increased angle when crossing the tracks.

Actions taken after incident and results of those actions: Vehicle removed from roadway and taken to the bodyshop

Vehicle Estimated Speed: 5-10 mph
Source: Claimant
Posted Speed Limit: 15 MPH

Other Vehicle Estimated Speed: Unknown
Source: Claimant
Posted Speed Limit: Rail Train

Witness Present? ○ YES ◉ NO

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

Report Number: Not Given

Reporter's Name & Station/Organization (if report not attached): Not Given.

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

#	Allegation	Allegation made by

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN1BJ1CR9JW[redacted]

#	Allegation	Allegation made by
1	Claimant alleges that as he was traveling over train tracks, when the vehicle's Forward Emergency Braking (FEB) system unexpectedly operated, and was unable to move the vehicle from the tracks causing collision with train	Claimant.

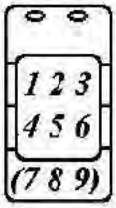
Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: Claimant.

Legend for Section IV.

Seating Position:



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

Address: [redacted] North Babylon, NY [redacted] Weight: Not Given

Location: Incident Vehicle Seating Position: 1 - Driver

Seat Belts Worn: Unknown Airbag Status: Airbag not deployed

Nature & Extent of Injuries: None

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

Add Occupant | Remove Occupant

☐ No Occupants Comments: N/A

V. Other Property Damage

☒ No Other Property Damage

Source of information: Claimant

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN1BJ1CR9JW[redacted]

VI. Investigation Results

Date of vehicle inspection: 10/16/2018

Location of inspection: Atlantic Nissan Superstore.

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

Vehicle currently exhibits no damages to the vehicle as it has been repaired by body shop. photos of vehicle at the time of collision indicate impact trauma to the hood, grill, Laser Radar CU, fenders, bumper fascia.

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

Photos taken by: Kevin D. Mackay # Photos: 89

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

Exterior/Body	Recent collision trauma signs of repair to the hood, grill, Laser Radar CU, fenders, bumper fascia. (Please see photos 2 - 24)
Engine/ Transmission/ Drivetrain	No abnormalities found. See photos 60 - 79
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found. See photos 77 - 89
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found. See photos 40 - 59
Seat Belts/ Child Restraints (if applicable)	No abnormalities found. See photos 40 - 59
Air Bags	No abnormalities found. See photos 40 - 59

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

N/A

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

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

#	Allegation	Factual Findings

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN JN1BJ1CR9JW[redacted]

#	Allegation	Factual Findings
1	Claimant alleges that as he was traveling over train tracks, when the vehicle's Forward Emergency Braking (FEB) system unexpectedly operated, and was unable to move the vehicle from the tracks causing collision with train	Upon inspection, found no current impact trauma to the vehicle. Found the vehicle had recently been repaired from a collision. performed inspection of the Laser Radar CU and found control unit is currently at ECU PN 28438-5FA3A. Inspected the ICC / Adas CU and found that the ECU PN is 284E7-6MF2A indicating that both the Laser Radar CU and the ICC / Adas CU are both up to date. Drove vehicle to the location of alleged incident and test drove vehicle across the tracks 6 times and was unable to duplicate any abnormal operation of the FEB system. Inspected the FEB operation Mileage log and recored log of 107 miles. Upon review of mileage history, found that the vehicle's collision trauma was repaired and then taken to Huntington Nissan to have the laser radar CU calibrated. Found the recorded mileage logged on the RO at Huntington Nissan is recorded at 115 miles indicating consistency with driving the vehicle to the body shop following the collision, and then to the dealer for the laser radar calibration following the repairs.

Add Row | Remove Row

Have alleged defective parts been removed from vehicle? (•) YES ( ) NO

If yes, by whom? The Train that struck the vehicle Present Location Unknown.

Reporter's Signature *Kevin D. Mackay*

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN1BJ1CR9JW[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

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

Other (describe) N/A

Comments N/A

II. Diagnostic Download and EDR Data

Instructions:

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

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

Incident Investigation

CAR # [redacted]
Claimant
VIN JN1BJ1CR9JW[redacted]

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

III. Sensor and ECM Visual Inspection

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

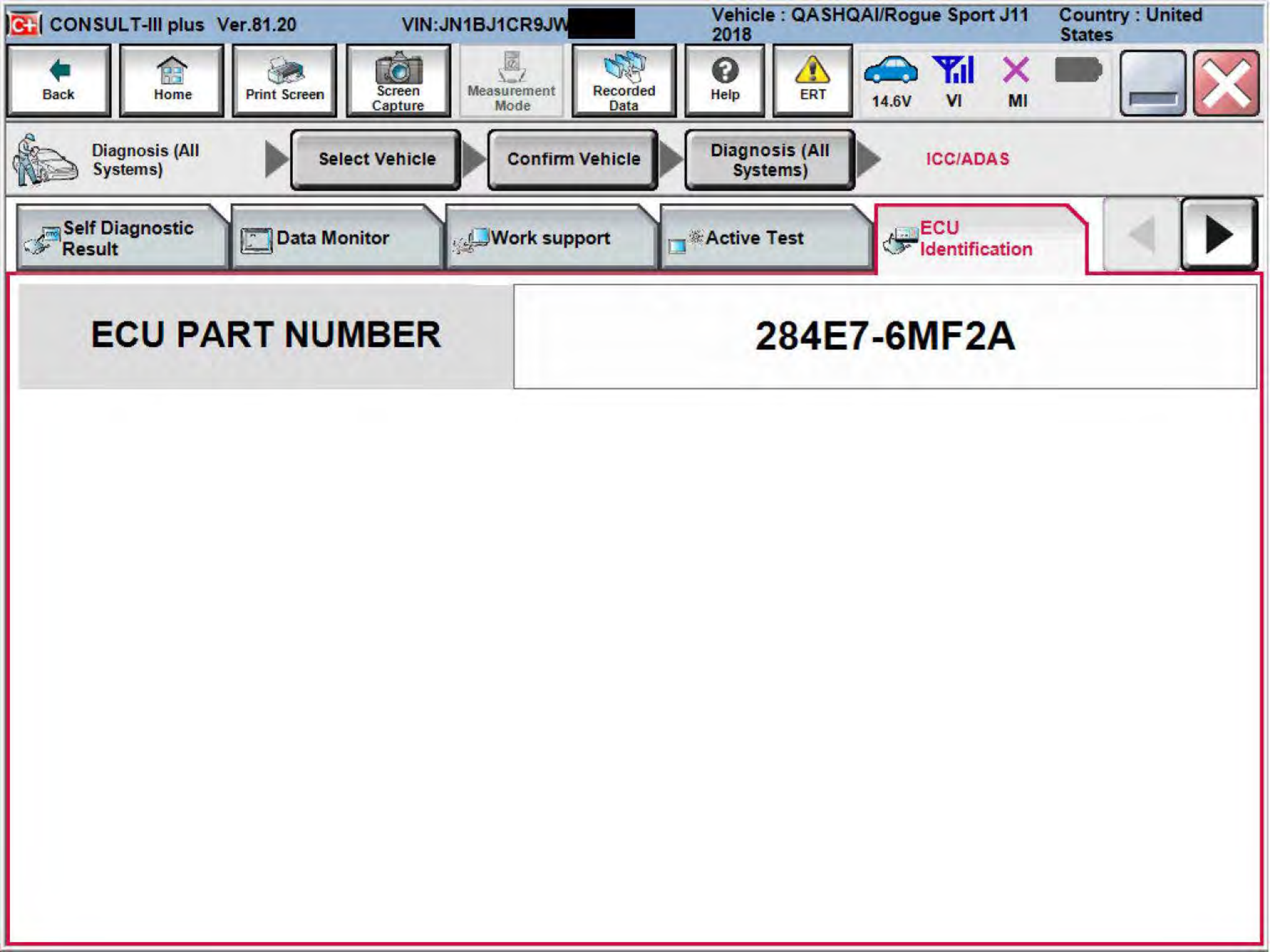
Yes	No		Comments
○	◉	Obstructions to camera? (ie. dirt, stickers, etc.)	Not Equipped
○	◉	Physical damage to camera? (ie. cracks)	Not Equipped
○	◉	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Vehicle equipped with new sensor and grill
○	◉	Physical damage to radar sensor units? (ie. cracks)	Vehicle equipped with new sensor.
◉	○	Electrical connection to radar module firmly seated?	Sensor connector fully seated
○	◉	Electrical connection to camera module firmly seated?	Not Equipped
○	○		

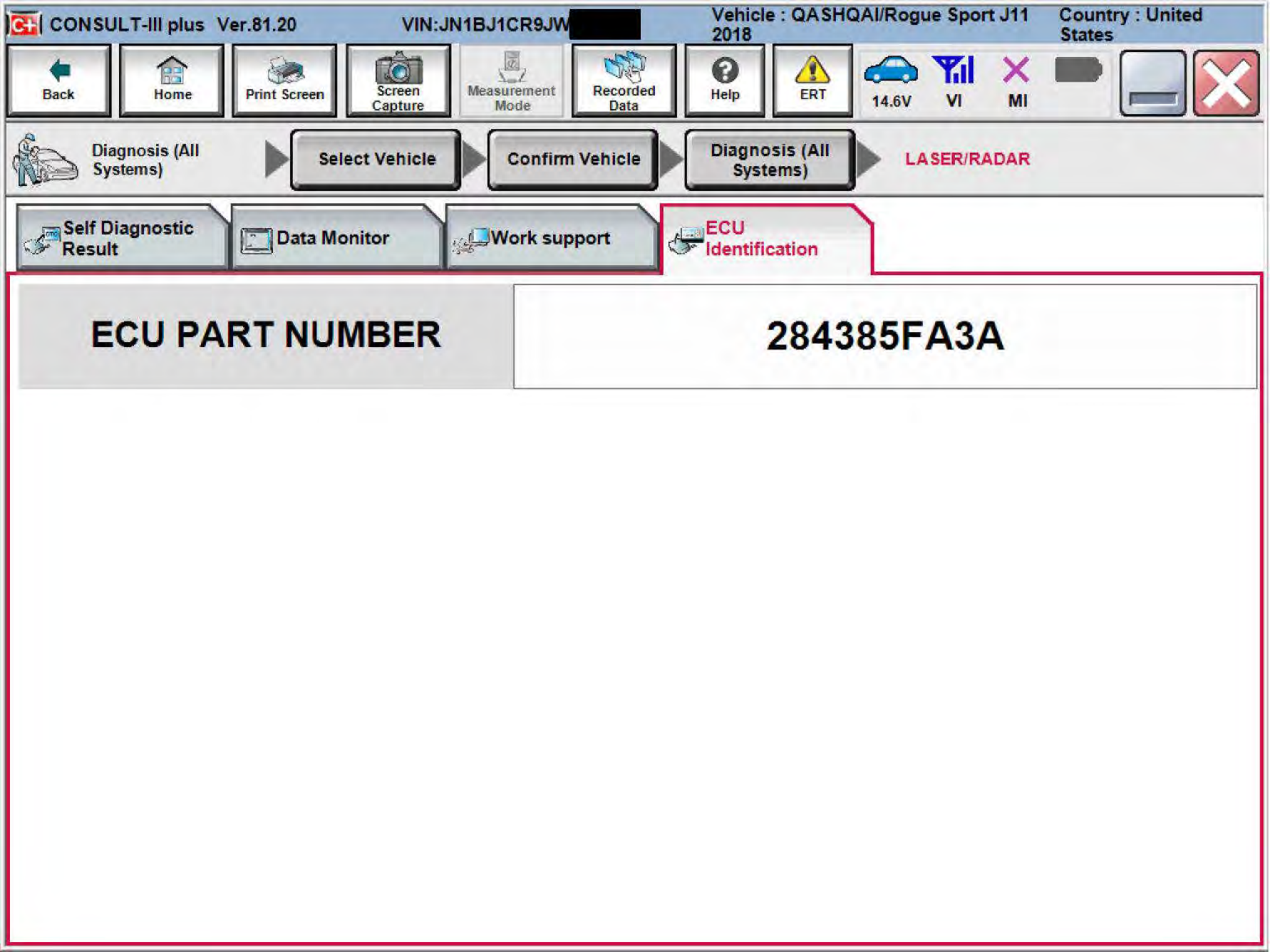
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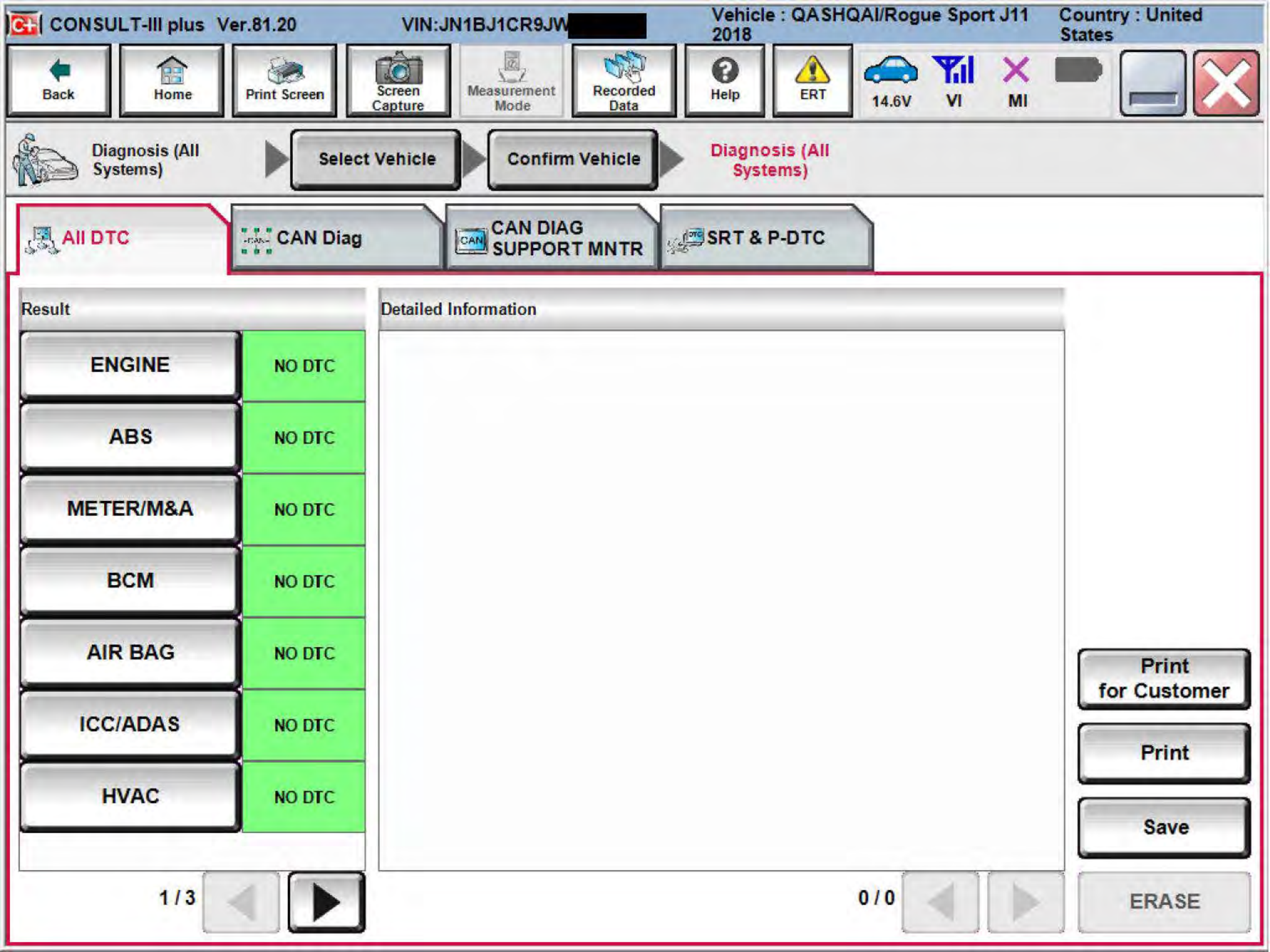
*Name your file while saving.

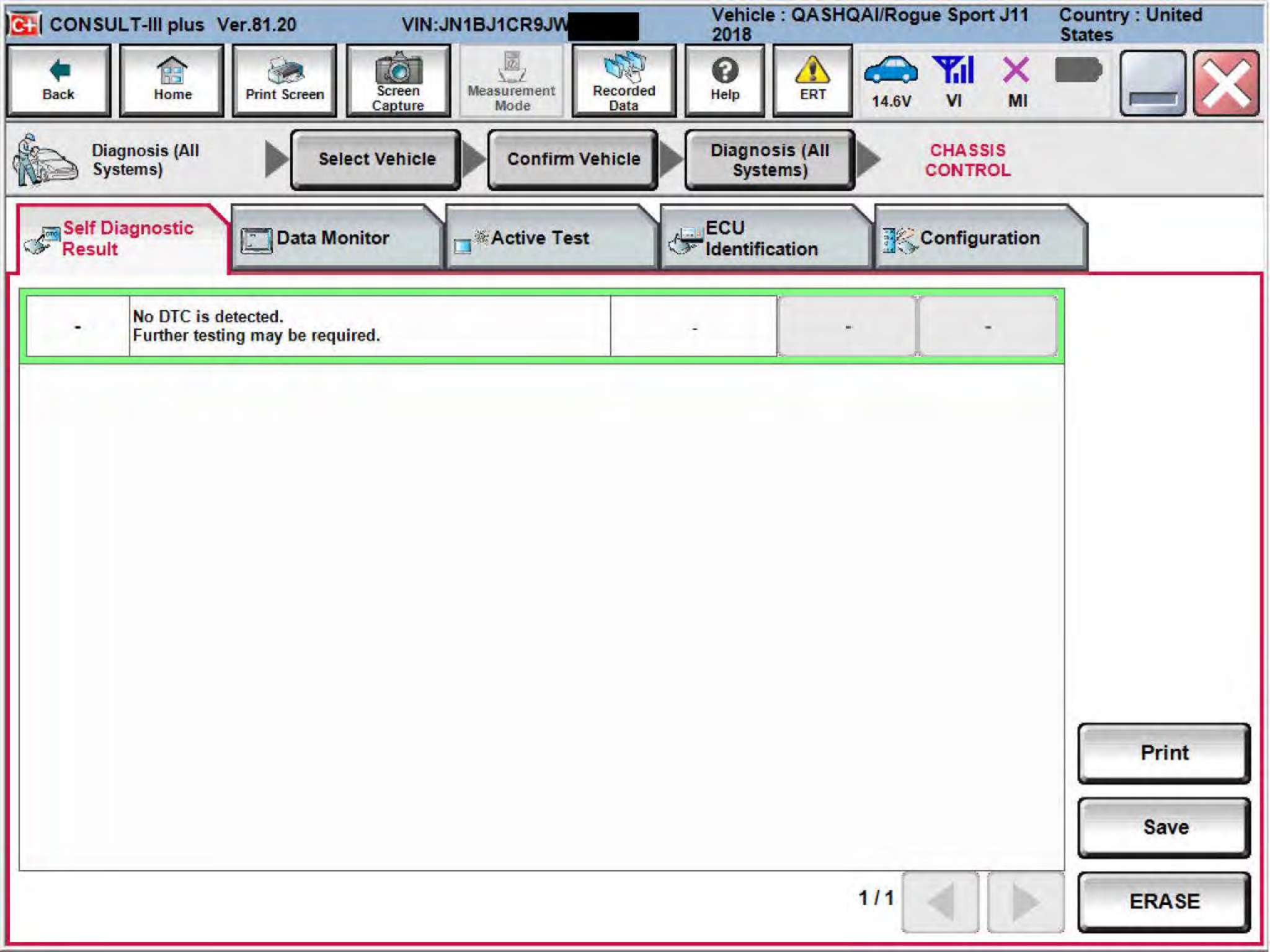
Save Form & Finish Later — Save form with unlocked fields to finish later.

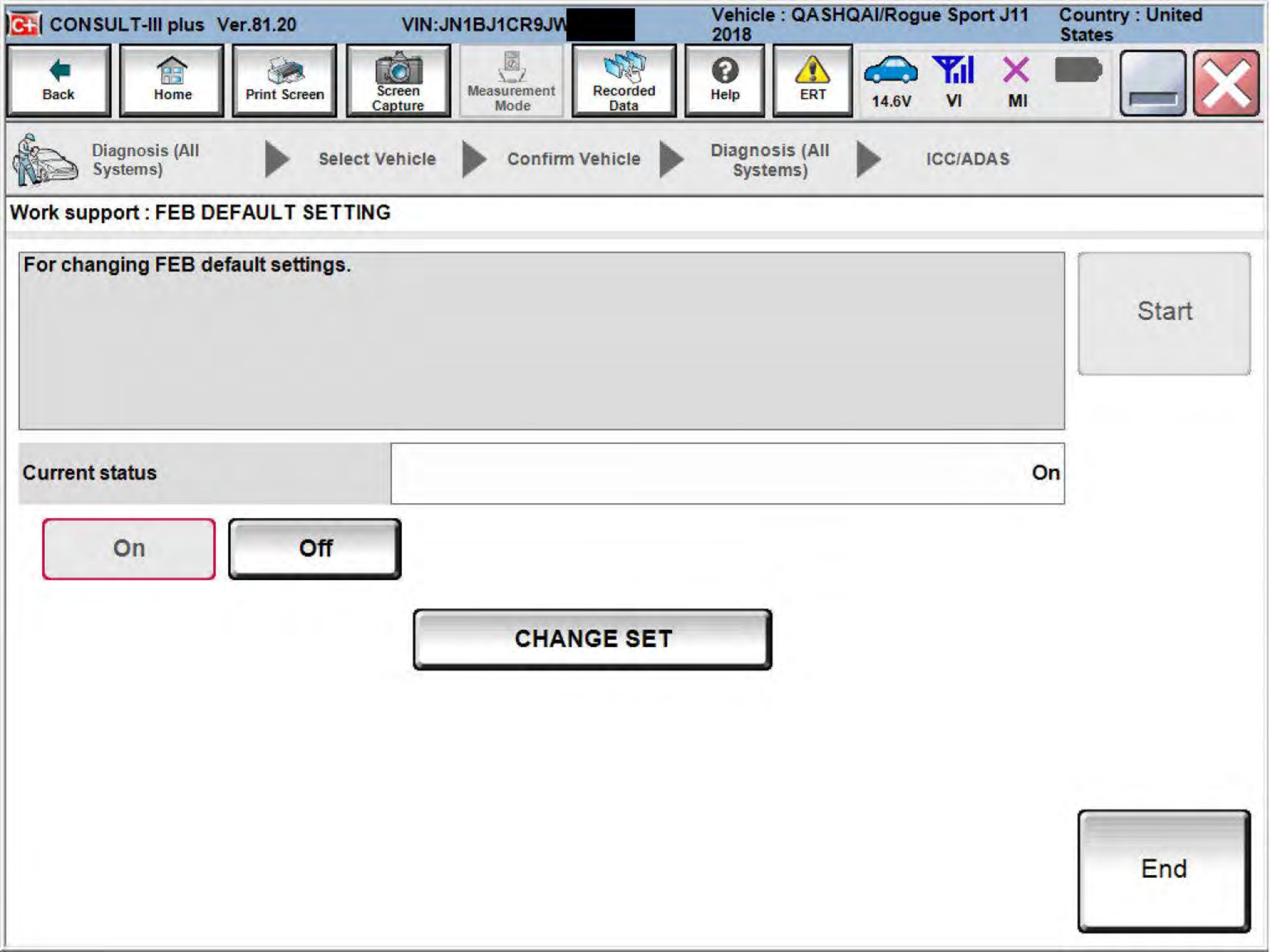
Lock Fields & Save Form for Submission — Save form with locked fields for submission. Print form to Primo PDF or Adobe PDF to save.

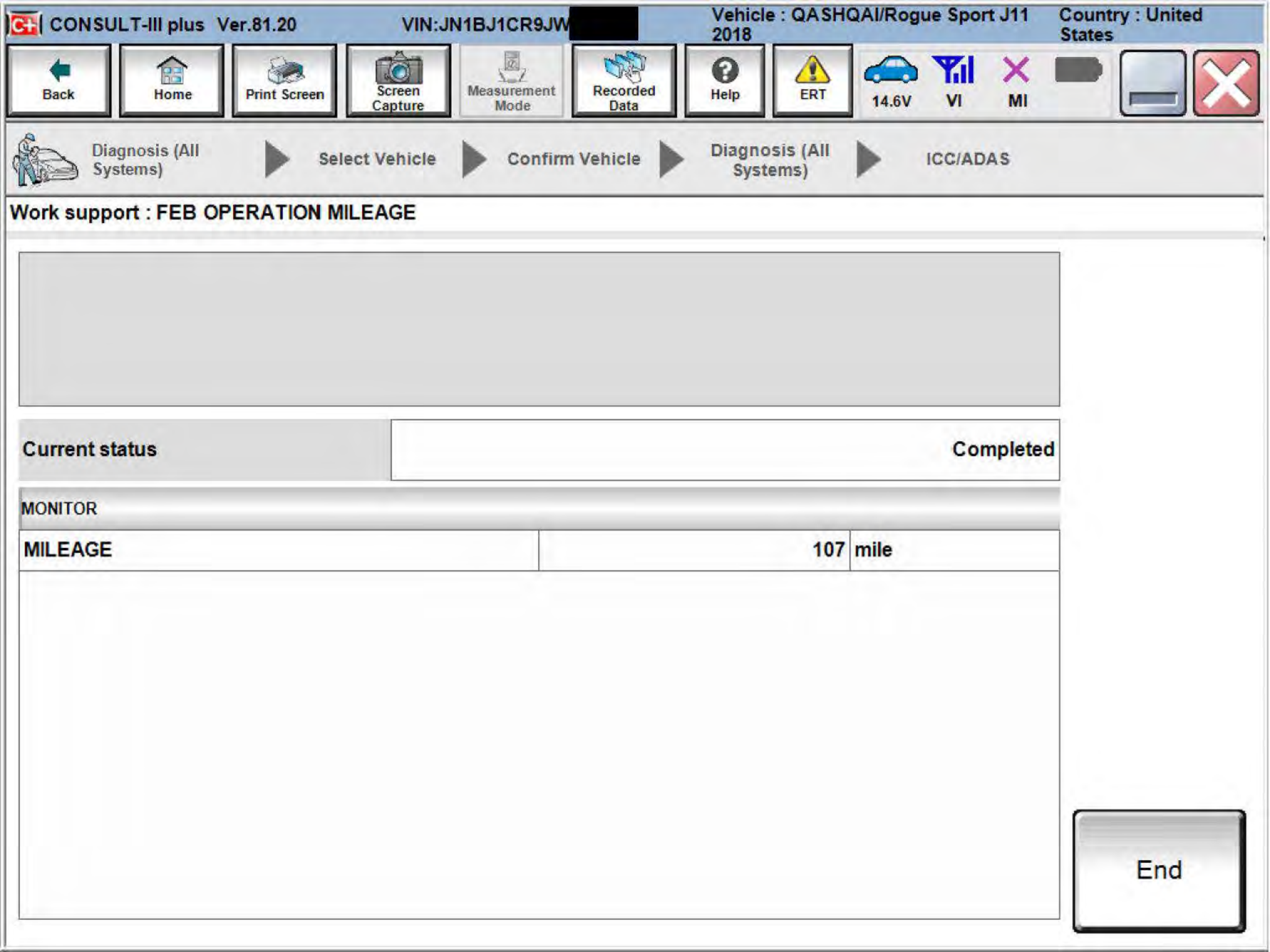

CONSULT-III plus Ver.81.20
VIN:JN1BJ1CR9JW[redacted]
Vehicle : QASHQAI/Rogue Sport J11 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
ECU PART NUMBER
284E7-6MF2A

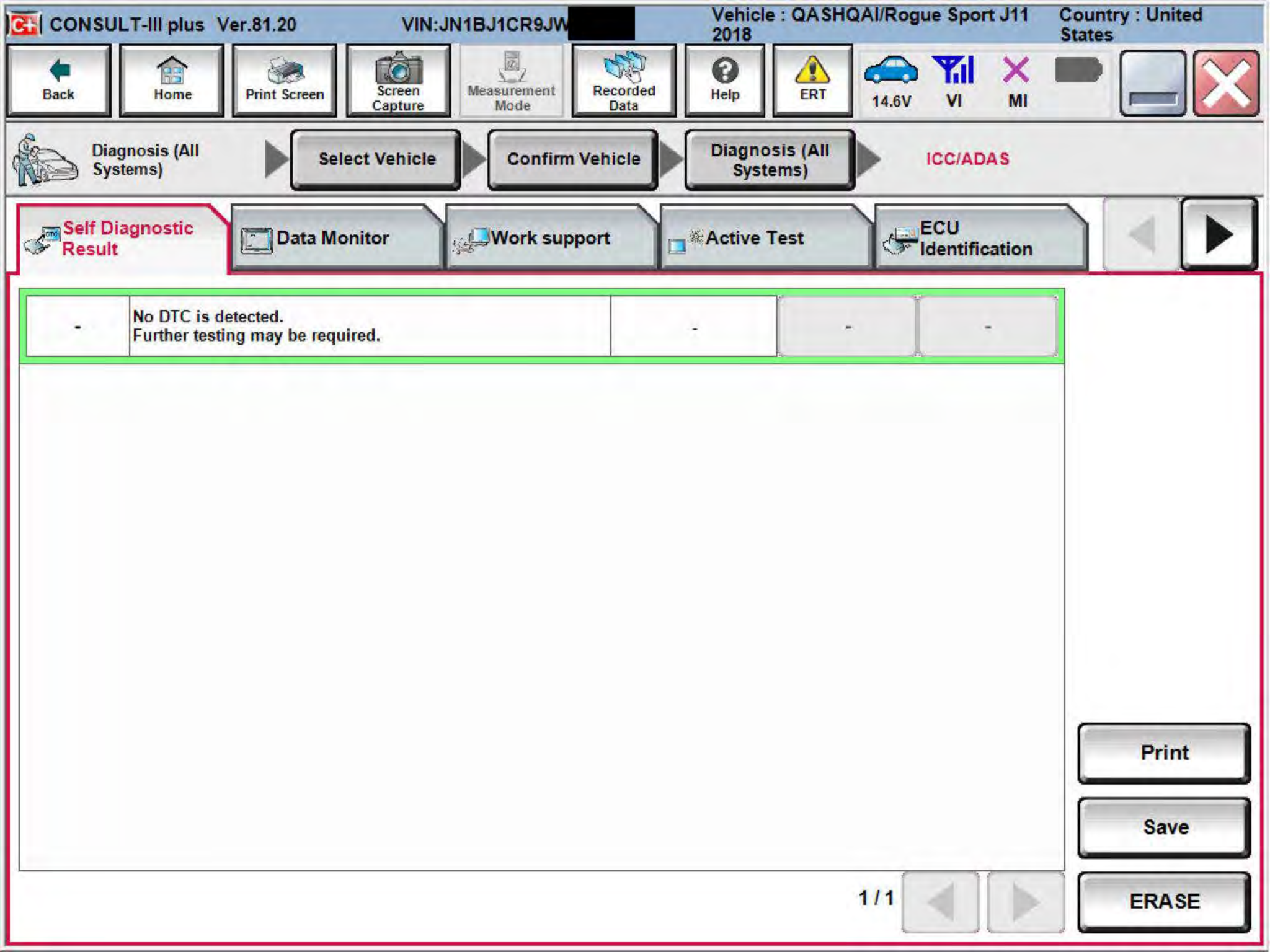

CONSULT-III plus Ver.81.20
VIN:JN1BJ1CR9JW[redacted]
Vehicle : QASHQAI/Rogue Sport J11 2018
Country : United States
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Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
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Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
ECU PART NUMBER
284385FA3A

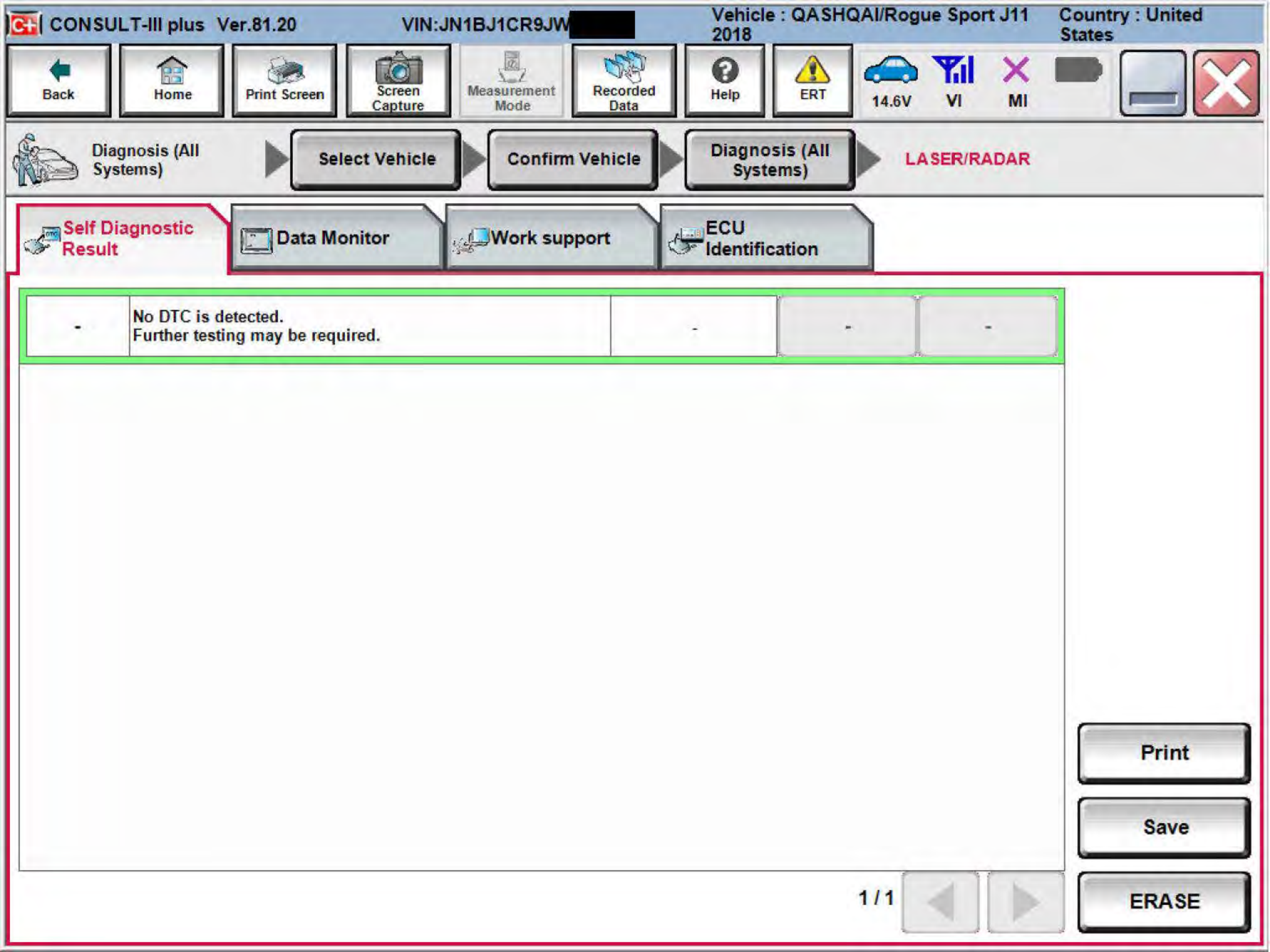

CONSULT-III plus Ver.81.20
VIN:JN1BJ1CR9JW[redacted]
Vehicle : QASHQAI/Rogue Sport J11 2018
Country : United States
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Measurement Mode
Recorded Data
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Confirm Vehicle
Diagnosis (All Systems)
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SRT & 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
HVAC
NO DTC
1 / 3
0 / 0
Print for Customer
Print
Save
ERASE

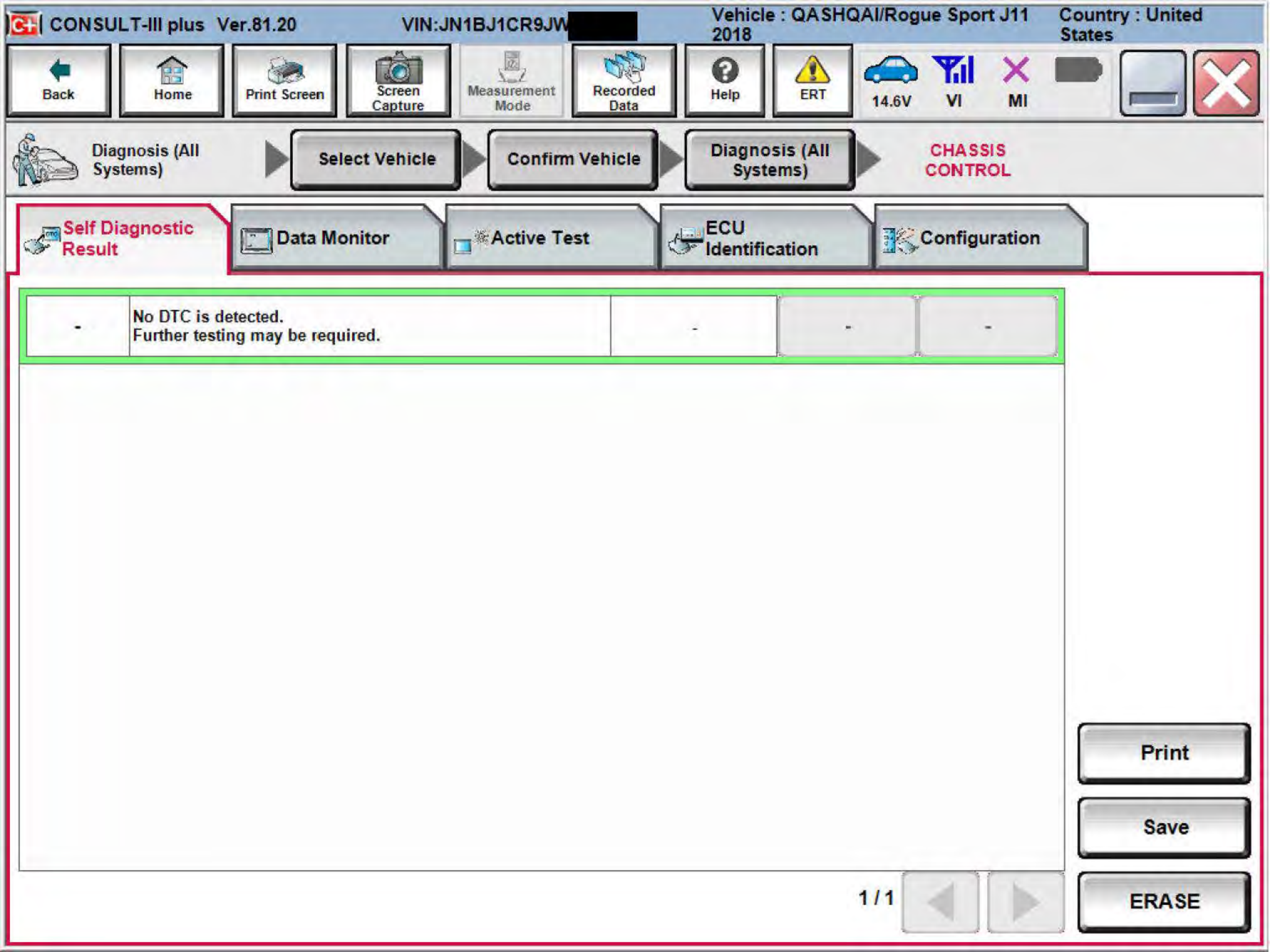

CONSULT-III plus Ver.81.20
VIN:JN1BJ1CR9JW[redacted]
Vehicle : QASHQAI/Rogue Sport J11 2018
Country : United States
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Measurement Mode
Recorded Data
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Data Monitor
Active Test
ECU Identification
Configuration
-
No DTC is detected.
Further testing may be required.
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-
-
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ERASE


CONSULT-III plus Ver.81.20
VIN:JN1BJ1CR9JW[redacted]
Vehicle : QASHQAI/Rogue Sport J11 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End


CONSULT-III plus Ver.81.20
VIN:JN1BJ1CR9JW[redacted]
Vehicle : QASHQAI/Rogue Sport J11 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.6V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
107
mile
End


CONSULT-III plus Ver.81.20
VIN:JN1BJ1CR9JW[redacted]
Vehicle : QASHQAI/Rogue Sport J11 2018
Country : United States
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Screen Capture
Measurement Mode
Recorded Data
Help
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Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
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ECU Identification
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No DTC is detected.
Further testing may be required.
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ERASE

NISSAN

[redacted]

Hide Feed

Post File New Event More

Write something... Share

Follow

Followers

No followers.

Show Fewer Updates

There are no updates.

Case Comments [41] | Case Categorizations [1] | Open Activities [0] | Activity History [3] | Emails [1] | Customer Support Tools [0] | Forms [1] | Attachments [4] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	✓	Case Owner	Samantha Dixon
Exec-Received-Date	9/26/2018	Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	12/3/2018	Date/Time Opened	9/26/2018 7 20 AM
Supporting Documents		Date/Time Closed	11/26/2018 11:34 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	0
Executive Actions To Resolve	Review: Customer's vehicle stopped on train tracks due to issues with Forward Emergency Braking. Action: Agent is in the process of completing IIR Resolution: Pending case closure	DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	IIR- FEB/ENGINE- EST		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	[redacted]
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Dealer	Vehicle Maintained Location	NISSAN OF HUNT NGTON
# Vehicles Owned	1	Previous Repair Date	9/16/2018
Vehicle Purchased	New	Previous Repair Location	NISSAN OF HUNT NGTON
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1		

Vehicle Information

Vehicle	JN1BJ1CR9JW[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0

Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE SPORT	Beyond PT Warranty Miles1	0
Model Code	28018	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	ATLANTIC NISSAN SUPERSTORE	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	9/26/2018
Responsible District	07	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR	F61831	Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] V N: JN1BJ1CR9J[redacted]		
Created By	DeAndra Duncan, 9/26/2018 7 20 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/8/2018 10 02 PM	Root Cause Code (2)	
Days Closed	169	Action Code	NT8G
Case Record Type	CA Closed Case	What action was taken?	8G Provided Other Information
		Document ID	[redacted]

Agent Comments

Agent Comments

Executive referral
2nd attempt- Complete IIR

EXEC stated EXEC would like to obtain some preliminary information from C regarding the incident.

EXEC asked if C was injured or has any medical records related to the incident?

EXEC thanked C for the information and advised a Nissan representative will call C within 3 business days.
EXEC asked C to please allow 30 minutes during that call so the representative may best understand the whole situation.

EXEC asked if this is a good call back number for C?

Agent Next Step

Reopen Case | Clone Closed Case

Case Comments

New

Case Comments He

Public	Comment
✓	Created By Samantha Dixon (11/26/2018 11 32 AM) ARBS closing case as no defects were found.
✓	Created By Samantha Dixon (11/26/2018 11 25 AM)

ARBS sent email to c daughter with resolution letter attached.

Mrs. [redacted]

received the inspection results from the inspection that was completed on the vehicle. Nissan didn't find any manufacture defects with the vehicle that would have caused or contributed to the ncident. When Nissan inspected the vehicle the vehicle was repaired and a software update for the Automatic Braking System (AEB) had been performed. Also when the repairs were completed codes in the system were cleared out. There was a AEB code showing that an obstruction was detected and it activated the system. In the owner's manual it does state that the AEB system can activated if the vehicle picks up an obstruction on the roadway, which is normal operation of the vehicle. At this time Nissan wouldn't be in a position to offer any additional assistance. Attached is etter for your fathers records.

Thank you,

Samantha Dixon

Created By Samantha Dixon (11/26/2018 11 07 AM)
ARBS reviewed with PL WR via phone:

PL advised that the were no defects with the veh that the FEB did pick up an obstruction which is normal operation of the FEB system. The veh had been repaired and the software update perfor on the veh prior to the inspection. codes were cleared at time of the veh repair and there was a FEB activation reported which is consistent with the c story but per owners manual no abnormal operation of the veh.

✓ Created By Samantha Dixon (11/20/2018 7 57 AM)
ARBS received OOO message for PL until Nov 29.

✓ Created By Samantha Dixon (11/20/2018 7 57 AM)
ARBS sent email to PL LO for update on case

✓ Created By Samantha Dixon (11/13/2018 8 56 AM)
ARBS sent email to PL LO for update on case.

Created By Samantha Dixon (11/6/2018 8 45 AM)
ARBS sent email to PL LO for update on case.

Created By Samantha Dixon (10/23/2018 1 14 PM)
ARBS received email from DTS advising that report has been uploaded to FTP

Follow up with pl in 10 business days

Created By Samantha Dixon (10/23/2018 8 23 AM)
ARBS sent email to DTS for update on when report would be uploaded to FTP

follow up with PL in 10 business days.

Created By Samantha Dixon (10/16/2018 8 09 AM)
ARBS made another call to the DLR and spoke to Rosa in Service.
ARBS explained what the inspection was for and who the c would be meeting.

✓ Rosa understood and advised that Rosa would ensure that everything was good to go for the inspection.

ARBS thanked Rosa for the assistance.

call ended mutually

✓ Created By Samantha Dixon (10/16/2018 8 04 AM)
ARBS made outbound call to DLR left a vcmail for SA NUVIA advising that the inspection is for an IIR and that the DTS, SR DTS and engineering are inspecting the veh.

Created By Harjot Dhindsa (10/16/2018 8 00 AM)
CASE SUMMARY

C called in becuase C was not sure about what kind of inspection needs to be done on the VEH

CRR-HD emails ARS agent to contact C as soon as possible

Created By Harjot Dhindsa (10/16/2018 7 54 AM)
CRR-HD < VERIF ED> Account information including: C's name, home,
Phone number & best contact number
CRR-HD CHECKED for open recalls/campaigns and found: 0
CRR-HD CHECKED for previous UNRELATED Case(s) and found: 0
CRR-HD CHECKED previous RELATED Case(s) and found: 0
CRR-HD NOTED concern is: Follow up

CRR-HD received inbound call from C

Service Advisor- Nuvia spoke on behalf of C
SA provided case#

C verified the information

SA-Nuvia stated that C stated C was told by Nissan to get 5 hour inspection for the VEH
SA-Nuvia stated that SA don't know what needs to be done
SA stated SA tried calling ARBS agent but didn't get any hold

CRR-HD advised that CRR can email ARBS agent that SA and C contacted
CRR-HD asked C if there was anything else CRR-HD could assist with.

C declined.

CRR-HD provided C with agent D and case number ****

C understood

CRR-HD closing case.

Call ended mutually.

BEST CONTACT [redacted]

Created By Samantha Dixon (10/15/2018 7 17 AM)
ARBS received email from C daughter:

✓ Hi Samantha,
Before we picked up my dads car from the body shop they advised us Nissan of Huntington had to reset everything, I hope that doesn't affect the inspection on Tuesday. Also, once the inspectior complete when will we know the results? Please make sure the inspector can educate my dad re: the driver assist. Please keep me informed.
Thank you.
[redacted]

✓ Created By Samantha Dixon (10/9/2018 2 59 PM)
ARBS received email from C daughter:

Subject
[redacted]

Response By Email (MTAPD records) (10/09/2018 11:50 AM)

We are in receipt of your request of the police report. Currently this case is an active detective investigation and no reports can be released until they conclude their investigation.

Question Reference # 181009-000390
• Date Created: 10/09/2018 11:50 AM
• Date Last Updated: 10/09/2018 11 50 AM
• Status: FOIL in Progress

Created By Samantha Dixon (10/9/2018 2 56 PM)
ARBS sent c daughter an email:

Good Afternoon,

I received a voicemail from your dad confirming the inspection on 10/16. I will go ahead and get everything confirmed in our system and with the inspector as well that is flying in for the inspectior more request, do you have any pictures of the vehicle prior to the vehicle being repaired? Also can you please let your dad know I received his voicemail and the inspector will be at the Nissan de below?

✓ ATLANTIC NISSAN SUPERSTORE
1521 SUNRISE HIGHWAY
BAY SHORE, NY 11706

Thank you for all your help!

Thank you,

Samantha Dixon

Created By Samantha Dixon (10/9/2018 2 53 PM)
ARBS received vcmail from C confirming the inspection on 10/16.

✓ ARBS received email from C daughter:

Yes, My dad is going to call you to confirm. The accident happened on Saturday September 22 about 4:00pm. It happened in Farmingdale NY on the Merritt road railroad tracks. Any questions pl feel free to contact me. Thank you for your patience and help!

Created By Samantha Dixon (10/9/2018 8 50 AM)
ARBS sent email to c daughter:

Good Morning,

Nissan is able to conduct the inspection on your fathers vehicle at the Nissan dealer below on 10/16 @ 9am.

✓ ATLANTIC NISSAN SUPERSTORE
1521 SUNRISE HIGHWAY
BAY SHORE, NY 11706

Please advise that the vehicle will be made available on 10/16 for the inspection.

Thank you,

Samantha Dixon

✓ **Created By Samantha Dixon (10/8/2018 9 48 AM)**
ARBS sent email to DTS And SR DTS to find out when inspection will take place.

Created By Samantha Dixon (10/4/2018 7 53 AM)
ARBS changing follow up date as DTS inspection is being discussed with SR DTS and engineering.

Created By Samantha Dixon (10/2/2018 2 01 PM)
ARBS received email from C:

Hi Samantha,
I requested a copy of the police report, as soon a I receive it I will let you know. Just a question, Nissan will have his car for 2 to 4 weeks? His date of birth is July [redacted] I understand you will c me re: dropping his car off for the inspection. I would like to give you my call # [redacted].
Thank you,
Claudia

ARBS replied to email:

[redacted]

The only time your father will be out of his vehicle is just the date of the inspection, that is the only time Nissan will need it.

Thank you,

Samantha Dixon

Created By Samantha Dixon (10/2/2018 10 42 AM)
ARBS SUBMITTED DTS REQUEST.

Created By Samantha Dixon (10/2/2018 10 38 AM)
ARBS sent email to c daughter who will now be the main POC:

[redacted]

I just wanted to follow up with you and advise that I was able to speak to your father this morning about the accident. He did direct me to make you the main point of contact going forward. If poss could you provide a copy of the police report to have on file for our inspection? Also could I obtain your fathers DOB?

✓ Like explained to your father and your husband, Nissan will be inspecting the vehicle and the allegation of the vehicle seizing while he was driving. The investigation process is a 6-8 week proces weeks for the inspection to be completed and 2-4 weeks for the inspection results to be made available. Nissan does not offer any assistance for rental/loaner vehicles, towing, storage fees or an financial. With that being said, if after the investigation is completed, if a defect is found then any out of pocket expenses that your father had to pay, Nissan will reimburse those at that time. Plea me know if you have any questions.

Thank you,

Samantha Dixon

✓ **Created By Samantha Dixon (10/2/2018 10 35 AM)**
ARBS made outbound call to c[redacted].
ARBS requested 20-30 misn to speak about case.

c stated that c approached the rail road tracks where there were 2 sets of tracks.
c stated that c went over the first set and when going to the second tracks the veh locked up and turned off.
c stated that c tried to turn the veh back on and the veh wouldnt turn on.

c stated that c was able to get the veh in neutral.
c stated that the crossing arms came down and c was stuck approaching the 2nd set of tracks.
c stated that there were no warning lights on at the time.
c stated that when the c tires cleared the first set of tracks the veh got stuck and then the veh wouldnt turn back on.
c stated that the veh is currently being repaired and should be completed by monday.
c stated that the front bumper, headlights and fender was damaged and ripped off.
c stated that the veh was in neutral and the veh rolled backwards out of the way.
c stated that c was able to get out of the veh and had no injuries.
c stated that c is supposed to get the veh back on Monday from the body shop.
c confirmed that there was no issues with the FEB c stated that the engine just seized stopping the veh.
c stated that on that road there is a large hump in the road and the drivers assist will detect that and the FEB will act like it detects and obstruction and this hump is before you get to to the railroa tracks.
c stated that c can make the veh available at

ATLANTIC NISSAN SUPERSTORE
1521 SUNRISE HIGHWAY
BAY SHORE, New York 11706

C confirmed that ARBS can work with c daughter going forward since c is hard of hearing.

ARBS understood.
ARBS advised that NNA would like to inspect the veh.
ARBS explained that the process is 6-8 weeks, 2-4 weeks for the inspection to be completed and 2-4 weeks for the results to be made available.

C stated that c received a ticket for obstructing traffic and wants NNA To cover the ticket.

ARBS advised that NNA doesnt offer any assistance for rental/loaner veh, towing, storage fees or anything financial.
ARBS advised that if a defect is determined in the veh that any OOP expenses paid will be reimbursed at that time.

c understood.

ARBS advised that per c request that ARBS will follow up with c daughter and provide the date of inspection to c daughter.

c understood.

call ended mutually

Created By Samantha Dixon (10/2/2018 10 34 AM)
IR- FEB- EST

Created By Samantha Dixon (10/1/2018 3 10 PM)
ARBS sent email to c daughter

[redacted]

✓ Yes I will be available at that time. I will call at 11am EST tomorrow. Thank you for replying to my email!

Thank you,

Samantha Dixon

Created By Samantha Dixon (10/1/2018 3 09 PM)
ARBS received email from c daughter

✓ Hi Samantha ,
I am William's daughter. I left a message on your voicemail. He would like to speak with you, will you be available tomorrow October 2, between 11 00am and 12:00pm.? He will be available and be there with him. Please let me know.
Thank you,
[redacted]

Created By DeAndra Duncan (10/1/2018 9 53 AM)
EXEC-DeAndra Duncan received an incoming call from C.
EXEC stated ARBS-Samatha is C's POC.
EXEC provided C with Samantha's telephone number.
C stated C is hard of hearing.
C stated C will wait to call ARBS-Samatha when C's daughter is available.
C stated C's daughter is C's interrupter.
✓ C stated the VEH is in the process of being fixed and should be ready by Thursday.
C stated C has a $500 deductible for the insurance claim.
C stated C should not be responsible for the $500.
C stated C wants the VEH fixed and wants reimbursement for expenses incurred.

EXEC understood and stated ARBS-Samantha would be in the best position to discuss C's options.
C agreed to call ARBS tomorrow.

Call ended mutually

Created By Samantha Dixon (10/1/2018 9 23 AM)
ARBS sent c an email:

Mr. [redacted]

✓ My name is Samantha and I am from Nissan Incident Investigations. Your case has been escalated to the highest department within Nissan North America due to the accident that you were invol and I have called and left you 3 voicemails. DeAndra is no longer the agent working your case, you will need to call me going forward. Please contact me when you have 20-30 minutes to speak the case. I am in the office from 7am-4pm CST Monday thru Friday.

Thank you,

Samantha Dixon

Created By Samantha Dixon (10/1/2018 9 19 AM)
ARBS made outbound call to c[redacted].
✓ ARBS had to leave a vcmail
ARBS advised that ARBS received c vcmails that were left for EXEC DD and that ARBS will now be the main POC for c case
ARBS requested 20-30 mins to speak about case and to have insurance information and police report available.
ARBS provided direct #[redacted].

Created By Samantha Dixon (10/1/2018 8 26 AM)
ARBS received another vcmail from EXEC DD where c called EXEC DD but c is not returning ARBS calls.

Created By Samantha Dixon (9/28/2018 9 34 AM)
ARBS made outbound call to c[redacted].
✓ ARBS had to leave a vcmail
ARBS advised that ARBS received c vcmails that were left for EXEC DD and that ARBS will now be the main POC for c case
ARBS requested 20-30 mins to speak about case and to have insurance information and police report available.
ARBS provided direct #[redacted]

✓ **Created By Samantha Dixon (9/28/2018 9 15 AM)**

ARBS received vcmails forwarded from EXEC DD where c called EXEC multiple times.

Created By Samantha Dixon (9/26/2018 1 33 PM)
ARBS made outbound call to c [redacted].
✓ ARBS had to leave a vcmail
ARBS requested 20-30 mins to speak about case and to have insurance information and police report available.
ARBS provided direct # [redacted].

Created By Samantha Dixon (9/26/2018 1 25 PM)
SR ARBS notes per news article provided by SR PLR FD:

[redacted]

Service on the Long Island Rail Road's Ronkonkoma Branch, between Hicksville and Ronkonkoma, has been restored after a train hit a vehicle near Bethpage station, the LIRR said.

Nassau County police said a man was driving a vehicle along Merritts Road in Farmingdale just before 4:14 p.m. when his vehicle stalled on the track. The driver was not hurt because he abandc the vehicle before a train hit it, police said.

The train involved was the 3:13 p m. from Penn Station due in Ronkonkoma at 4:35 p m.

Service was temporarily suspended in both directions for more than an hour. Service was restored around 5:30 p.m. but the L RR said customers should "anticipate residual delays of up to 90 mi

Created By Samantha Dixon (9/26/2018 1 15 PM)
Executive referral,
Service Director, Michael Keenan contacted Consumer Affairs on the customer's behalf due to the customer's vehicle stopping on the train tracks resulting in alleged Forward Emergency Braking malfunction. Customer exited the vehicle before the train hit the vehicle.

✓ **Created By Samantha Dixon (9/26/2018 1 14 PM)**
SR ARBS received email from SR PLR FD advising for SR ARBS to create a case and contact the customer immediately

Created By DeAndra Duncan (9/26/2018 7 31 AM)
EXEC-DD sent C the following email:

9/26/2018

Case # [redacted]

V N #JN1BJ1CR9JW [redacted]

Dea [redacted],

✓ Thank you for taking the time to contact Nissan North America and allowing us the opportunity to be of assistance.

A review of our system shows that the Executive Specialist attempted to contact you on 09/26/2018. Please provide us with your best contact number, and a preferred contact time if desired, so w can continue to assist you.

Case # [redacted] has been updated to document this request. Please feel free to contact us directly at [redacted] with any questions or comments.

Sincerely,

_____
DeAndra
Executive Specialist
Nissan North America, Inc.

Created By DeAndra Duncan (9/26/2018 7 29 AM)
EXEC-DeAndra Duncan placed outbound call to C at [redacted] phone rang 5-6 times and EXEC received busy signal.
****
✓ EXEC -DD CHECKED for open recalls/campaigns and found: none
Previous UNRELATED Case(s) Found: none
Previous RELATED Case(s) Found: none

Created By DeAndra Duncan (9/26/2018 7 23 AM)
✓ EXEC-DD notating SD, Michael Keenan emailed FOM, Victor Rosario advising C contacted the DLR stating the VEH stopped on the train tracks by itself, a train was coming, gates went down, a train collided with the VEH.

Created By DeAndra Duncan (9/26/2018 7 20 AM)
✓ EXEC-DD received Wed 9/26/2018 7:11 AM.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern
	CC [redacted]	INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	POOR OR IMPROPER OPERATION	26	11/26/2018	YX	AV	320500	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	DTS Request [redacted] NISSAN OF HUNT NGTON		✓	10/4/2018	Kevin MacKay	10/24/2018 7:39 PM
Edit | Del	DTS Follow Up [redacted] : NISSAN OF HUNT NGTON		✓	10/4/2018	Samantha Dixon	10/2/2018 3 58 PM
Edit | Del	Email: Your inquiry to Nissan [ref: 00DA09j8L. 5000G1cHGOb ref]	W LLIAM KUDRICK	✓	9/26/2018	DeAndra Duncan	9/26/2018 7 31 AM

Emails

Send an Email

Emails He

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L. 5000G1cHGOb ref] *9/26/2018 Case # [redacted] VIN #JN1BJ1CR9JW [redacted] Dea [redacted] ...*	[redacted]	9/26/2018 7:31 AM

Customer Support Tools

Customer Support Tools He

No records to display

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
	[redacted]	I R	Samantha Dixon, 9/26/2018 1:30 PM	9/26/2018

Attachments

View All

Attachments He

Action	File Name	Size	Last Modified	Created By
View	[redacted] RESOLUTION.doc	158KB	11/26/2018 11:26 AM	Samantha Dixon
View	[redacted] PIC1.jpg	3.81MB	10/9/2018 3:44 PM	Samantha Dixon
View	[redacted] PIC2.jpg	4.2MB	10/9/2018 3:43 PM	Samantha Dixon
View	[redacted] EMAIL_SR_PLR.msg	191KB	9/26/2018 1:15 PM	Samantha Dixon

Case History

Case History He

Date	User	Action
11/26/2018 11:34 AM	Samantha Dixon	Changed **Status** from Open to **Closed**.
		Closed.
11/20/2018 7:58 AM	Samantha Dixon	Changed **Follow Up Date** from 11/20/2018 to **12/3/2018**.
11/13/2018 8:57 AM	Samantha Dixon	Changed **Follow Up Date** from 11/13/2018 to **11/20/2018**.
11/6/2018 8:45 AM	Samantha Dixon	Changed **Follow Up Date** from 11/6/2018 to **11/13/2018**.

Show more » | Go to list »

Surveys

Surveys He

No records to display

^ Back To Top

Always show me more records per related list

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SERVICE ADVISOR [redacted]

R.O.# [redacted]

MILLENNIUM LEXUS

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# 7059394

DATE OUT

VEHICLE I.D. NO. JN1BJ1CR9JW[redacted]

YEAR/MAKE/MODEL 18/NISSAN/ROGUE SPORT/4DR SUV AWD S

PRODUCTION DATE | ATTACK NO. | LICENSE NO. [redacted]

MILEAGE OUT

[redacted]

NORTH BABYLON, NY [redacted]

CUSTOMER [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 10/16/18

WARNING

COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES [redacted]

TOWED	KEYS	AIR COND.	P.S.	TRANS.	MILEAGE	ADVISOR NO.	ADVISOR
N	NIZZ	Y	Y	A	261	971	NUBIA

CALL WHEN READY ☐ Yes ☐ No

BUSINESS PHONE [redacted]

DATE PROMISED 08:36am | APPROVED PROMISED 10/16/18 10:00pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No

CELL: [redacted]

LABOR HRS. 135.00

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS

STATE REG. NO.:

JOB

ORIGINAL CUSTOMER ESTIMATE: [redacted]

	PARTS	LABOR	TOTAL
	0.00	0.00	0.00

WAIT

1 C 55NIZINSP ***MULTI-POINT INSPECT***
CUSTOMER REQUESTS PERFORM NISSAN MULTIPOINT INSPECTION

2 C 06NIZZ1 ***CUSTOMER STATES***
VEHICLE STOPED ON ITS OWN AT THE RAIR ROAD TRACK AND WAS HIT BY THE TRAIN. AS PER NISSAN CASE NUMBER #32914904-2018
TO PERFORM A FULL INSPECTION ON VEHICLE TO MAKE SURE EVERYTHING IS OK. SAMANTHA 516-702-0619



TECH COPY

[redacted]




NISSAN






ROGUE
SPORT

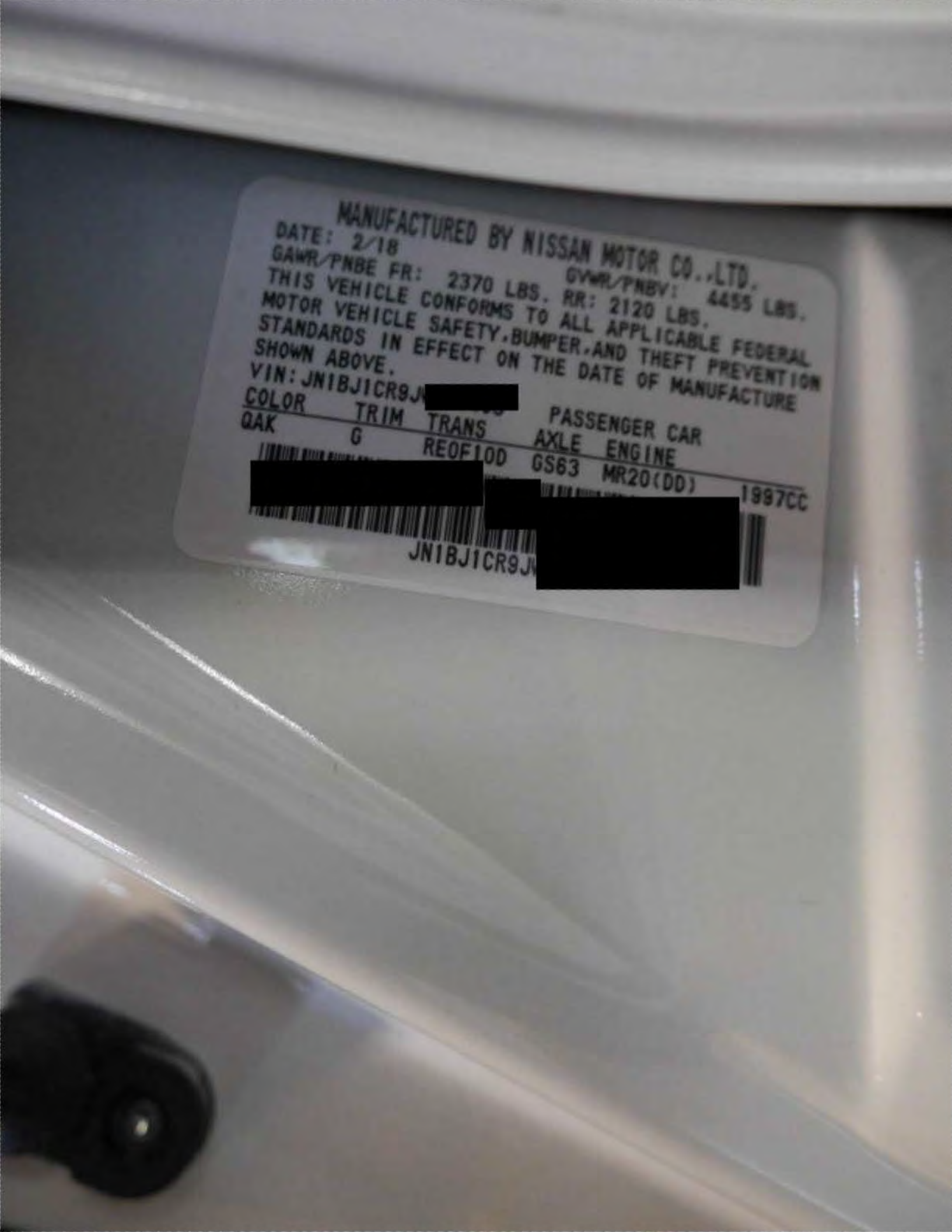

NISSAN
ROGUE
SPORT
AWD








[redacted]
JN1BJ1CR9JW
[redacted]


MANUFACTURED BY NISSAN MOTOR CO.,LTD.
DATE: 2/18
GAWR/PNBE FR: 2370 LBS. RR: 2120 LBS.
GVWR/PNBV: 4455 LBS.
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL
MOTOR VEHICLE SAFETY,BUMPER,AND THEFT PREVENTION
STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE
SHOWN ABOVE.
VIN:JN1BJ1CR9J
PASSENGER CAR
COLOR TRIM TRANS AXLE ENGINE
QAK G REOF1OD GS63 MR20(DD) 1997CC
JN1BJ1CR9J


9:16 AM
261 miles






NISSAN


NISSAN


NISSAN


NISSAN












































nap-on




ROGUE
SPORT





[redacted]









[redacted]








ROGUE















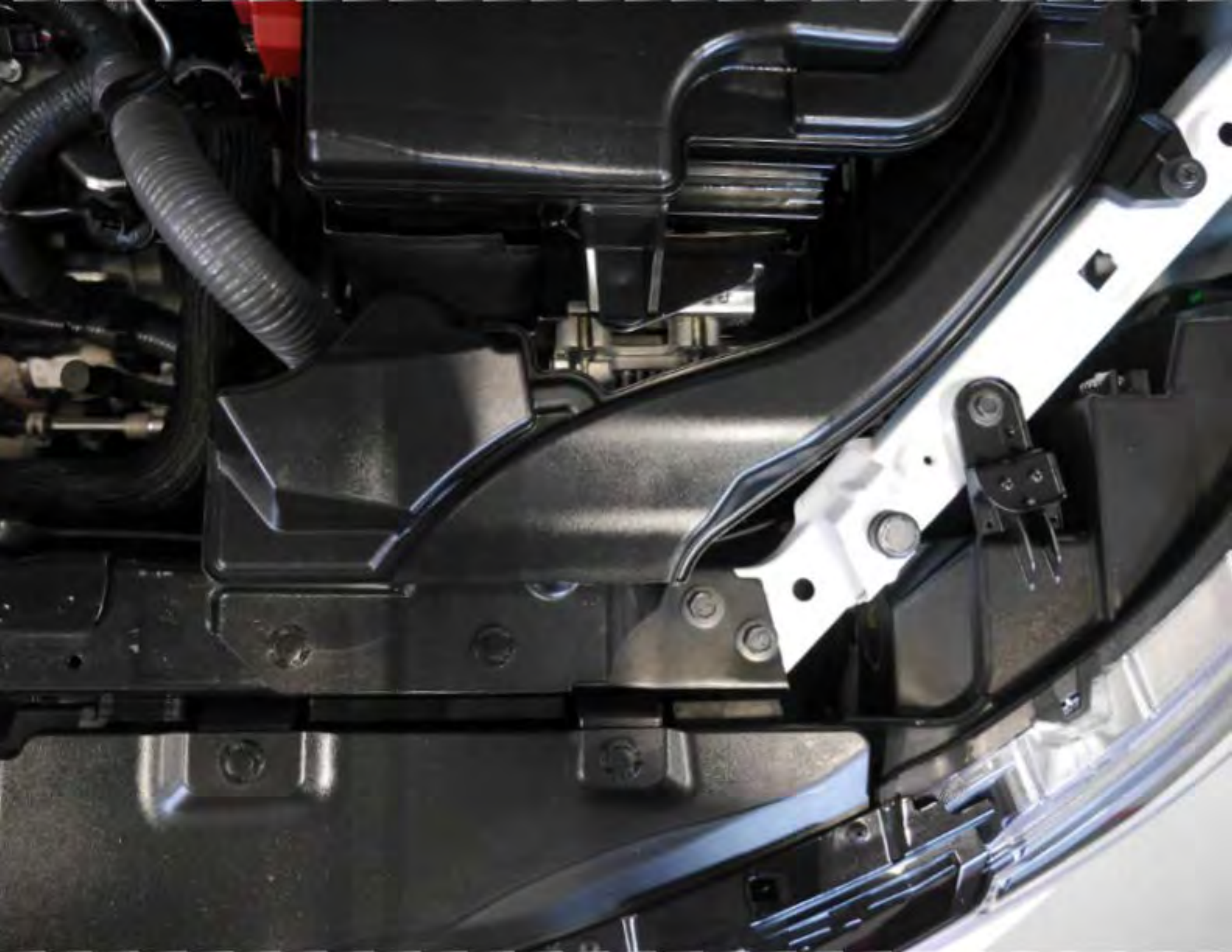

NISSAN











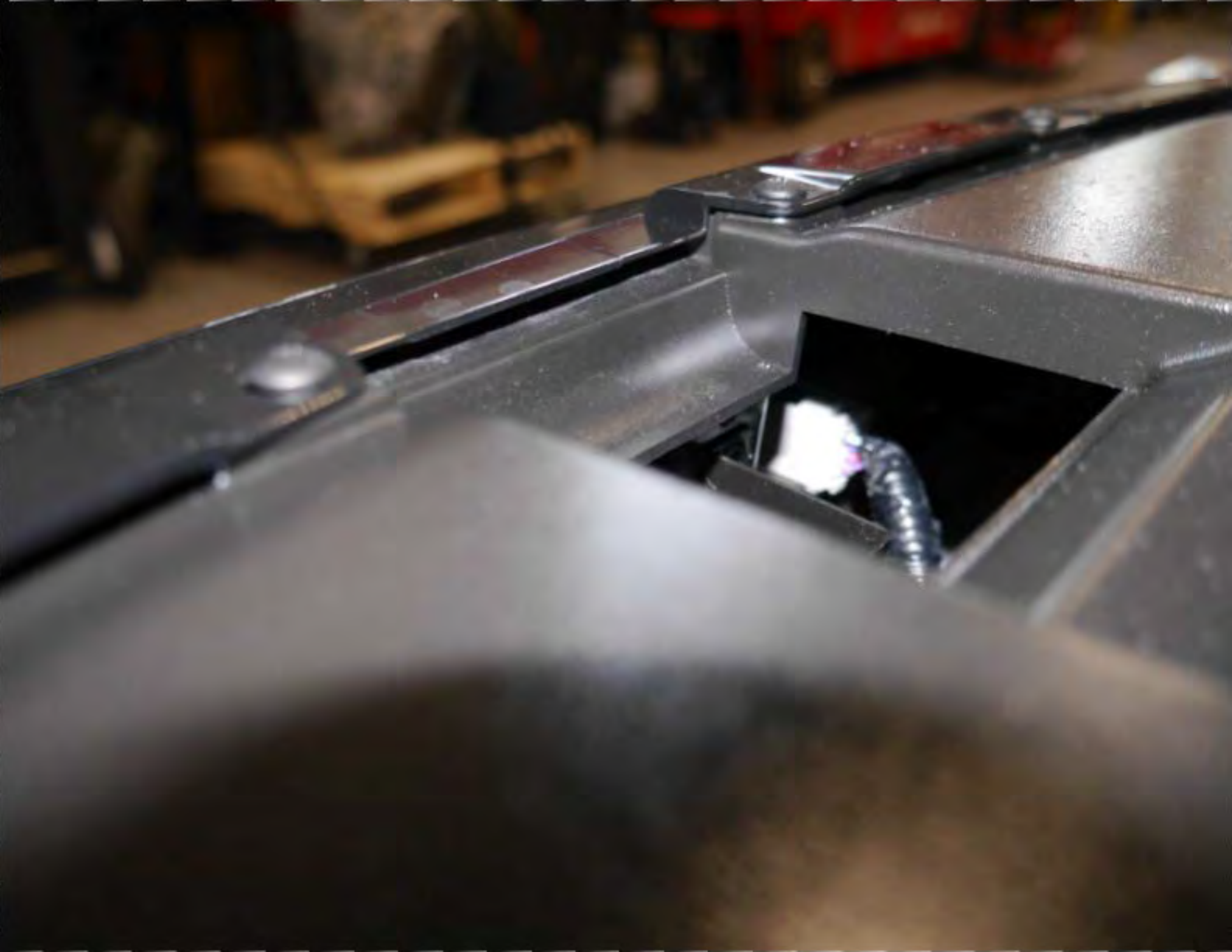


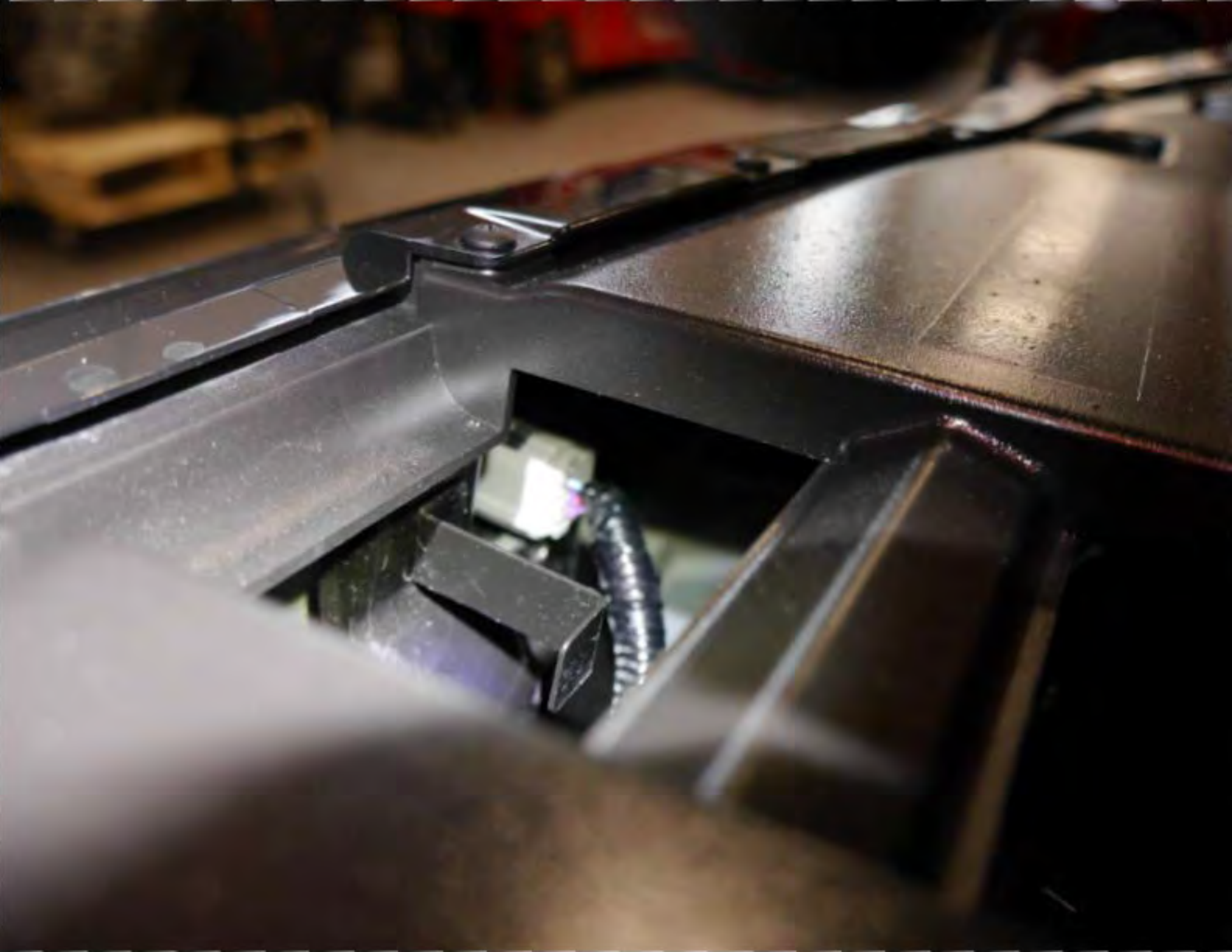












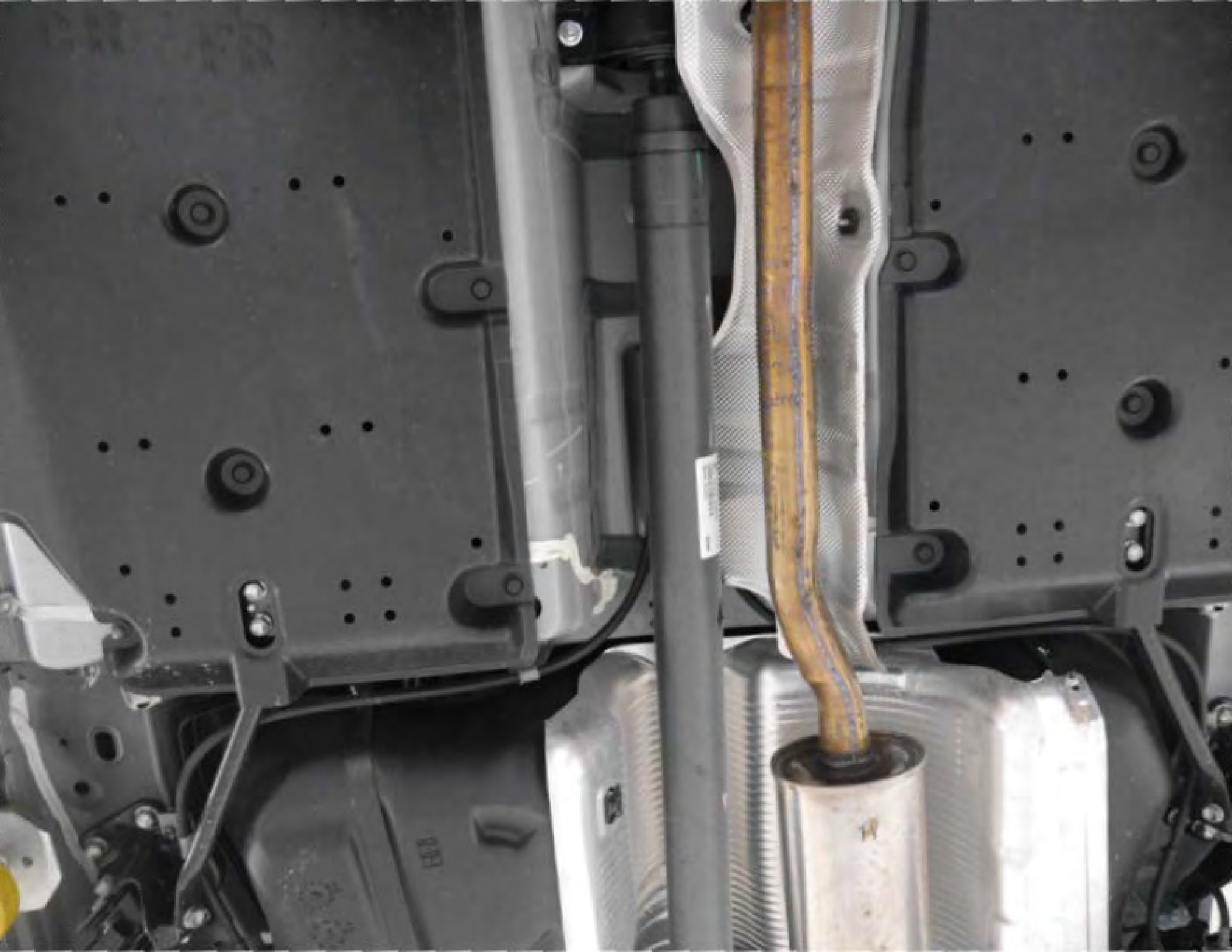




























PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MT1HP[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 Bryant State AR Zip Code [redacted] Country United States

☒ Driver Same as Claimant
☒ Owner Same as Claimant

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

If represented, claimant's attorney name, address, phone: None Given

II. Vehicle

Model Year 2017 Model Name Rogue Mfg. Date 06/09/2017 VIN KNMAT2MT1HP[redacted]

Mileage 18,437 License # [redacted] State AR Country United States

Special equipment & accessories None

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

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

Add Row | Remove Row

III. Description of Incident & Claim

Source of Information IIR Probe Portion of CAR[redacted] Incident Date 11/20/2018 Time 11:20 AM

Location of Incident (describe fully) RailRoad Crossing at Alcoa Rd and Cynamide Rd, Benton, AR

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

Vision obstruction (describe) None Given

Temperature at time of incident 49° Parking location prior to time of incident None Given

Incident Investigation

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MT1HP[redacted]

Overnight temperature prior to incident: 31° | Length of time parked: None Given

Ice/Snow accumulation on vehicle? ○ Yes ◉ No

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

Sequence of Events (according to claimant): Claimant states that when she goes over railroad tracks near the corner of Alcoa Rd. and Cynamide Rd. in Benton, AR, FEB activates and the vehicle slams on its brakes.

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

Driver Action (braking, steering, etc.): Driving

Special Circumstances: Going over railroad tracks

Actions taken after incident and results of those actions: Vehicle has been taken to the dealer multiple times to try and have the issue resolved.

Vehicle Estimated Speed: None Given | Source: IIR Probe Portion of CAR [redacted] | Posted Speed Limit: None Given

Other Vehicle Estimated Speed: N/A | Source: IIR Probe Portion of CAR [redacted] | 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.

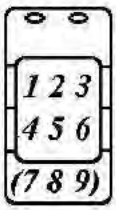
#	Allegation	Allegation made by
1	When going over railroad tracks near the corner of Alcoa Rd. and Cynamide Rd. in Benton, AR, FEB activates, and the vehicle slams on its brakes causing injuries consistent with whiplash.	Claimant

Add Allegation | Remove Allegation

IV. Occupants & Injuries

Source of Information: IIR Probe Portion of CAR [redacted]

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



Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MT1HP[redacted]

Occupant Name	[redacted]	DOB	[redacted]	Height	None Given
Address	[redacted] Bryant, AR [redacted]			Weight	None Given
Location	Incident Vehicle	Seating Position	1 - Driver		
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		

Nature & Extent of Injuries: Whiplash

Where, when, and by whom were the injuries treated? Chiropractor

Add Occupant | Remove Occupant

☐ No Occupants Comments

V. Other Property Damage

☒ No Other Property Damage

Source of information: IIR Probe Portion of CAR [redacted]

VI. Investigation Results

Date of vehicle inspection: 12/06/2018

Location of inspection: MCLARTY NISSAN OF BENTON, 19960 I-30 NORTH, BENTON, AR 72019

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: John C. Howell # Photos: 69

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	Small scuff mark on the right side of the rear bumper, scuff marks on the bottom left side of the front bumper - See Photos 351-353
Engine/ Transmission/ Drivetrain	See Photos 343-350
Underbody/ Suspension/ Steering/ Wheels & Tires	See Photos 360-366
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	Stains on both front seats, rear seats, and rear seat back - See Photos 332-342

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MT1HP[redacted]

Seat Belts/ Child Restraints (if applicable)	N/A
Air Bags	None deployed - See Photos 315-317, 328-331

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

I was test driving the vehicle back and forth over the railroad tracks and was unable to duplicate FEB activation. I received a return phone call from Legal Claims Analyst - Wendy Rhinehart, and while I was on the phone with her, FEB activated and stopped the vehicle on the tracks - See FEB Mileage Operation Log 2. Ms. [redacted] stated she heard the noises produced by FEB activation over the phone. Due to the length and curvature of the road, my speed was only ~25 MPH, and I did not feel any excessive jerking nor harshness as the vehicle came to a stop - See Railroad Crossing. When FEB activated, I was headed NW on Alcoa Rd, after turning left off of Cynamide Rd. We ended the call, so I could try to reproduce FEB activation and capture a video. When I circled back around, I noticed the barriers coming down and the lights were flashing for an approaching train. After the train passed and the barriers raised, I crossed over the tracks another 24 times, but was unable to reproduce FEB activation again. The Distance sensor had been replaced per NTB18-041a at dealer 5687, on RO [redacted] dated 08/25/2018 at 14,149 miles, but the older ICC/ADAS control unit software number which is listed in NTB18-041a as needing to be reprogrammed was still in the ICC/ADAS control unit. It appears the dealer did not perform the reprogramming of the ICC/ADAS control unit during the repair on RO [redacted] Below it asks if alleged parts have been removed. No parts have been removed from this vehicle, but after consulting with Ms. Rhinehart and after completing the inspection, including collecting data and test driving the vehicle, the ICC/ADAS control unit was successfully reprogrammed, so the vehicle could be released back to the customer with NTB18-041a properly completed.

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	When going over railroad tracks near the corner of Alcoa Rd. and Cynamide Rd. in Benton, AR, FEB activates, and the vehicle slams on its brakes causing injuries consistent with whiplash.	The customer returned to the dealership with the vehicle on11/27/2018 at 18,437 miles complaining of continued unwarranted FEB activation. The FEB Mileage Operation Log 1 in Screen Images shows FEB activation at 18,421 miles. During this inspection, the vehicle was test driven, and FEB activated stopping the vehicle on the railroad tracks -See FEB Mileage Operation Log 2 in Screen Images. There were no fault codes in any system. During the inspection and the test drive, the software number for the ICC/ADAS control unit was 284E7-7FF7B, which was the older software version. According to NTB18-041a when the Distance sensor was replaced at dealer 5687 on 08/25/2018 at 14,149 miles, the ICC/ADAS control unit should have been reprogrammed at the same time - See NTB18-041a, ICC-ADAS ECU ID, and ICC-ADAS Reprogramming.

Add Row | Remove Row

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

Reporter's Signature *John C. Howell*

Reporter's Name & Region John C. Howell, Central Region

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MT1HP[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: All driver assist systems were turned ON

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 Screen Images

Incident Investigation

CAR # [redacted]
Claimant
VIN KNMAT2MT1HP[redacted]

	Yes	No	Comments
EDR download included in report?	◉	○	No Data - See EDR 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.)	This vehicle is not equipped with a Lane Camera
○	○	Physical damage to camera? (ie. cracks)	This vehicle is not equipped with a Lane Camera
○	○	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	None - See Photo 301
○	○	Physical damage to radar sensor units? (ie. cracks)	No
○	○	Electrical connection to radar module firmly seated?	Yes
○	○	Electrical connection to camera module firmly seated?	This vehicle is not equipped with a 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.



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Case
[redacted]

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Follow

Followers

No followers.

Show All Updates

[redacted] **DeHenry Kidd** to Nissan Only posted a comment.

[redacted]

Arbs-DK called customer at 428pm no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] all ended.

Comment Like December 3, 2018 at 4:28 PM

[redacted] **DeHenry Kidd** to Nissan Only posted a comment.

Arbs reached out to the customer and the dealer to let them know the inspection is set for 12/6 at 1pm CST

Comment Like November 28, 2018 at 5:04 PM

[redacted] **DeHenry Kidd** to Nissan Only posted a comment.

Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time

Comment Like November 27, 2018 at 4:18 PM

[redacted] **DTS Request** [redacted] **NISSAN OF BENTON** — DeHenry Kidd created a task.

DTS Reques [redacted] **MCLARTY NISSAN OF BENTON**
Nov 29
33612176 Assigned to John Howell

Comment Like November 27, 2018 at 4:18 PM

[redacted] **DeHenry Kidd** to Nissan Only posted a comment.

Verified Name Address Phone# VIN Mileage Responsible Dealer

Checked for open Recalls/Campaigns: none

Arbs called customer to discuss case, customer stated when she drives over the railroad tracks the vehicle slams on it brakes (AEB). Customer stated she has made frequent visits to chiropractor and to the dealer for this concern and it still has not been resolved. Customer is seeking for

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.

Comment Like November 27, 2019 at 4:16 PM

[redacted] **DeHenry Kidd** to Nissan Only posted a comment.

[redacted]

Arbs-DK called customer at 214pm no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] call ended.

Comment Like November 27, 2019 at 2:14 PM

[redacted] **IIR** — Samantha Dixon created a task.

IIR *Nov 27*

[redacted] Assigned to DeHenry Kidd

Comment Like November 26, 2018 at 7:19 AM

[redacted] **Samantha Dixon** changed Case Owner from [redacted] to [redacted].

Comment Like November 26, 2018 at 7:19 AM

[redacted] replied to the customer.

RCAS-LP submitted IIR F62708.

Remove Answer

Comment Like November 21, 2018 at 12:54 PM

[redacted] replied to the customer.

RCAS-LP made outbound call to C at [redacted]
RCAS VERIFIED C's name, home & email address, concern, phone.
RCAS CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 0
RCAS ADVISED "This call may be recorded for quality and training purposes."

Remove Answer

Comment Like November 21, 2018 at 12:53 PM

[redacted] replied to the customer.

RCAS-LP made outbound call to MCLARTY NISSAN OF BENTON and spoke with SA-Jordan Camp.

SA stated DLR replaced distance sensor assembly and recalibrated veh on 10/24/18.
SA stated C stated engine dies going over railroad.
SA stated DLR did road test and veh operated fine.

Remove Answer

Comment Like November 21, 2018 at 12:20 PM

[redacted] replied to the customer.

RCAS-LP is unable to data net because DLR is not enabled on DLR portal.

Remove Answer

Comment Like November 21, 2018 at 12:19 PM

Saad Imtiaz changed Case Owner from [redacted] to [redacted].

Comment Like November 21, 2018 at 11:57 AM

Saad Imtiaz to Nissan Only posted a comment.

case summary
RCAS for an undiagnosable issue

Comment Like November 20, 2018 at 8:12 PM

Saad Imtiaz to Nissan Only posted a comment.

CRR- SI VERIFIED Account Info including: C's name, home, phone
CRR- SI VERIFIED VEH Info including: last 6 of VIN
CRR-SI CHECKED for open recalls/campaigns and found: 0
CRR- SI CHECKED for previous UNRELATED Case(s) and found: 0
CRR- SI CHECKED previous RELATED Case(s) and found: 0

C's main concern is: C has a veh which stops specifically at railway tracks and C does not know what to do

dealership ordered a part but it still happned
C said afterwards they recalibrated everything
C said dealership can't diagnose the error and it does not happen everytime
C said it only happens when C goes over the first track
C said the dashboard has a red triangle that pops up and makes a big sound
C said it is almost like a grinding electrical sound and the whole vehicle

Comment Like November 20, 2018 at 8:12 PM



[redacted] created this case.

[redacted]

Subject: CUSTOMER[redacted] PHONE:[redacted]
VIN:
Type: CA
Case Number:[redacted]

Comment Like November 20, 2018 at 7:59 PM

Case Comments [11] | Case Categorizations [1] | Open Activities [1] | Activity History [1] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | DTS Field Inspections [1] | Attachments [0] | Case History [18] | Emails [0]

Case Detail

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

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	11/20/2018 7:59 PM
Letter Received Date		Date/Time Closed	
Follow Up Date	12/13/2018	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- AEB- CST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	MCLARTY NISSAN OF BENTON
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	18,000		

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	KNMAT2MT1HP[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	Nissan	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0

Model Code	29117	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	MCLARTY NISSAN OF BENTON	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	13	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Please review and advise.

Related Items

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

Primary & Secondary Root Cause Code

What is the issue?	MV - Multiple Dealer Visits/Comeback	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: KNMAT2MT1HR[redacted]

Agent Comments

Agent Next Step			
Created By	Saad Imtiaz, 11/20/2018 7:59 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 12/7/2018 9:20 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 Appointment

Case Comments

New | Case Comments Help

Action	Public	Comment
		Created By: DeHenry Kidd (12/3/2018 4:28 PM)
Make Public		[redacted]
		Arbs-DK called customer at 428pm no answer was made. Arbs left a message stating name and number for c to call Arbs back at[redacted] call ended.
Make Public		**Created By: DeHenry Kidd (11/28/2018 5:04 PM)** Arbs reached out to the customer and the dealer to let them know the inspection is set for 12/6 at 1pm CST
Make Public		**Created By: DeHenry Kidd (11/27/2018 4:18 PM)** Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time
Make Public		**Created By: DeHenry Kidd (11/27/2018 4:16 PM)** Verified Name Address Phone# VIN Mileage Responsible Dealer Checked for open Recalls/Campaigns: none Arbs called customer to discuss case, customer stated when she drives over the railroad tracks the vehicle slams on it brakes (AEB). Customer stated she has made frequent visits to chiropractor and to the dealer for this concern and it still has not been resolved. Customer is seeking for this concern to be resolved or requesting a replacement vehicle. Per google maps *** Cynamide Rd & Alcoa Rd Bryant Township, AR 72015 Railroad tracks are on Alcoa Rd there is a decline headed to the railroad tracks. ***TSB Update for the AEB has been performed by the dealer 9/4/2018 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.
		Created By: DeHenry Kidd (11/27/2018 2:14 PM)
Make Public		[redacted]
		Arbs-DK called customer at 214pm no answer was made. Arbs left a message stating name and number for c to call Arbs back at[redacted] call ended.
		Created By: Lexi Pierce (11/21/2018 12:54 PM)

Make Private	✓	RCAS-LP submitted IIR F62708.
		Created By: Lexi Pierce (11/21/2018 12:53 PM) RCAS-LP made outbound call to C at [redacted]. RCAS VERIFIED C's name, home & email address, concern, phone. RCAS CHECKED for open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 RCAS ADVISED "This call may be recorded for quality and training purposes." RCAS explained role as Case manager. RCAS stated RCAS reviewed C's case regarding the concern with 2017 Rogue. C confirmed. RCAS apologized for C's concerns. RCAS verified C went to DLRSHP on 10/24 for concern. C stated yes this was the last time C went to DLR. RCAS asked what assistance C is seeking from NNA CA. C stated C does not feel safe. C stated C feels like C is being rear-ended every time this occurs. C stated C if this concern cannot be resolved, C would rather have new veh. RCAS stated understanding. RCAS stated NNA can review for repurchase or replacement but it is not guaranteed. RCAS stated it is reviewed internally and is based solely on the repair history and laws of C's state. RCAS stated it takes a minimum of 10 business days to review and RCAS will follow up with C every 3 business days until a decision is made. RCAS asked why C would like to return veh to NNA? C stated C does not feel safe and C is worried about families safety. C stated every time this happens C is sore for days. C stated it gives C whiplash.
Make Private	✓	RCAS asked if C has been to doctor. C stated C has been to chiropractor several times. C stated C was advised by chiropractor that it was comparable to whiplash symptoms. RCAS began asking IIR questions: Where: RailRoad Crossing at Alcoa Rd and Cynamide Rd. Time: 11:20 AM Location: Benton, AR When: 11/20/2018 Driver: [redacted] DOB: [redacted] Owner: [redacted] Odometer Reading: 18,000 How would you like us to be involved? C would rather have new veh because veh is new and this has been happening within first month. RCAS asked how often C visits chiropractor. C stated C has been visiting frequently. C stated it varies between twice a week and once a month. RCAS thanked C for providing information. RCAS stated someone would follow up with C in 3 business days, 11/27. C stated C has DLR appt for 11:45 AM on 11/27. C stated C feels like no one is taking this as seriously as C is. C stated C is very worried about safety of family. RCAS stated understanding and apologies. RCAS asked if C needed further assistance. C declined. RCAS thanked C for time. Call ended mutually.
Make Private	✓	**Created By: Lexi Pierce (11/21/2018 12:20 PM) | Last Modified By: Lexi Pierce (11/21/2018 12:20 PM)** RCAS-LP made outbound call to MCLARTY NISSAN OF BENTON and spoke with SA-Jordan Camp. SA stated DLR replaced distance sensor assembly and recalibrated veh on 10/24/18. SA stated C stated engine dies going over railroad. SA stated DLR did road test and veh operated fine.
Make Private	✓	**Created By: Lexi Pierce (11/21/2018 12:19 PM)** RCAS-LP is unable to data net because DLR is not enabled on DLR portal.
Make Public	☐	**Created By: Saad Imtiaz (11/20/2018 8:12 PM)** ***case summary*** RCAS for an undiagnosable issue
		Created By: Saad Imtiaz (11/20/2018 8:12 PM) CRR- SI VERIFIED Account Info including: C's name, home, phone CRR- SI VERIFIED VEH Info including: last 6 of VIN CRR-SI CHECKED for open recalls/campaigns and found: 0 CRR- SI CHECKED for previous UNRELATED Case(s) and found: 0 CRR- SI CHECKED previous RELATED Case(s) and found: 0 C's main concern is: C has a veh which stops specifically at railway tracks and C does not know what to do CRR-SI greeted C C said C is calling because C is havnig issue with C's vehicle even though C has taken veh to the dealership and C is not pleased with the response C is geting there C said C wanted some one else' input CRR-SI verified C C is having this issue that there is a railroad set of tracks C travels over in C;s Nissan Rogue and the brakes are engaging and stops C abrupbtly infront of the tracks CRR-Si asked C if C showed it to the dealership

C said first time C was told that there mayb some ticket sensor on it and dealership ordered a part but it still happned
C said afterwards they recalibrated everything
C said dealership can't diagnose the error and it does not happen everytime
C said it only happens when C goes over the first track
C said the dashboard has a red triangle that pops up and makes a big sound
C said it is almost like a grinding electrical sound and the whole vehicle stops
C said C only slammed on C;s brakes and after a couple of seconds it stops beeping
C said the red triangle on teh dash dissapears very quickly
C said once or twice the vehicle behind C stops abrupbtly and this has happened atleast 10 times

Make Public

CRR-Si told C that the case will go to RCAS and they will call the dealership
CRR-SI said they will give them a call before the end of business day
CRR-Si said the dealership name is Mccardi Nissan Benton

C said C's phone number is [redacted]

CRR-SI gave C agent ID, case number and offered further assistance

C declined

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	BRAKE LINE(S)	POOR OR IMPROPER OPERATION	03

Open Activities

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

Action	Subject	Status	Due Date	Type	Action Taken	Name	Assigned To	Last Modified Date/Time	Last Modified By Alias
Edit | Cls	IIR	Not Started	11/27/2018			[redacted]	DeHenry Kidd	11/26/2018 7:19 AM	ARBS-SD

Activity History

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

Action	Subject	Type	Name	Due Date	Assigned To	Action Taken	Status	Last Modified Date/Time
Edit | Del	DTS Request[redacted] NISSAN OF BENTON			11/29/2018	[redacted]		Complete	11/27/2018 9:17 PM

Customer Support Tools

Check Request | Service Credit | VSC | ECW | VPP | DRT | Regional GW Request | Pre-Authorization Out of Warranty CVT 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
Edit	[redacted]	IIR	Lexi Pierce, 11/21/2018 12:50 PM	11/21/2018			KNMAT2MT1HP[redacted]	

DTS Field Inspections

DTS Field Inspections Help

Action	Title	DTS Inspection Date	Owner First Name	Owner Last Name	Status
Edit	IIR[redacted]	12/6/2018 1:00 PM	[redacted]	[redacted]	Completed

Attachments

Attach File | Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
11/28/2018 5:02 PM	DeHenry Kidd	Changed **Follow Up Date** from 11/29/2018 to **12/13/2018**.
11/27/2018 2:16 PM	DeHenry Kidd	Changed **Follow Up Date** from 11/27/2018 to **11/29/2018**.
11/26/2018 7:19 AM	Samantha Dixon	Changed **Case Owner** from Lexi Pierce to **DeHenry Kidd**.
11/26/2018 7:19 AM	Samantha Dixon	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MT1HP[redacted] to **CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MT1HP[redacted]** Changed **Description**.
11/21/2018 12:54 PM	Lexi Pierce	Changed **Follow Up Date** from 11/21/2018 to **11/27/2018**.
11/21/2018 12:33 PM	Lexi Pierce	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MT1HP[redacted] to **CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MT1HP[redacted]**
11/21/2018 11:57 AM	Saad Imtiaz	Changed **Escalated By ID** to **0050G00000DEOwz**. Changed **Case Owner** from Saad Imtiaz to **Lexi Pierce**.
11/21/2018 11:16 AM	Saad Imtiaz	Changed **VIN** to **KNMAT2MT1HP[redacted]** Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: to **CUSTOMER:[redacted] PHONE:[redacted] VIN: KNMAT2MT1HP[redacted]**

		Changed **Case Servicing Dealer** to **MCLARTY NISSAN OF BENTON**.
		Changed **Vehicle** to **KNMAT2MT1HP[redacted]**
11/21/2018 11:14 AM	Saad Imtiaz	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AR2MM1FC[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN:**.
11/20/2018 9:05 PM	NNAETL	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AR2MM1FC[redacted]** .
11/20/2018 7:59 PM	Saad Imtiaz	Changed **Follow Up Date** from 11/20/2018 to **11/21/2018**.
		Changed **Subject** to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN:**.
		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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NISSAN NORTH AMERICA, INC.
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SERVICE BULLETIN

Classification:	Reference:	Date:
EL18-005a	NTB18-041a	July 19, 2018

2017-2018 ROGUE, ROGUE HYBRID AND ROGUE SPORT; UNEXPECTED OPERATION OF AEB, FEB OR FCW

This bulletin has been amended. Changes have been made throughout.
It is necessary for you to read this revised procedure to properly perform this action.
Please discard all previous versions of this bulletin.

APPLIED VEHICLES:

2017-2018 Rogue (T32)
2017-2018 Rogue Sport (J11)
2017-2018 Rogue Hybrid (T32)

IF YOU CONFIRM

The following system(s) operate unexpectedly or the customer reports unexpected operation:

- AEB (Automatic Emergency Braking)
- FEB (Forward Emergency Braking)
- FCW (Forward Collision Warning)

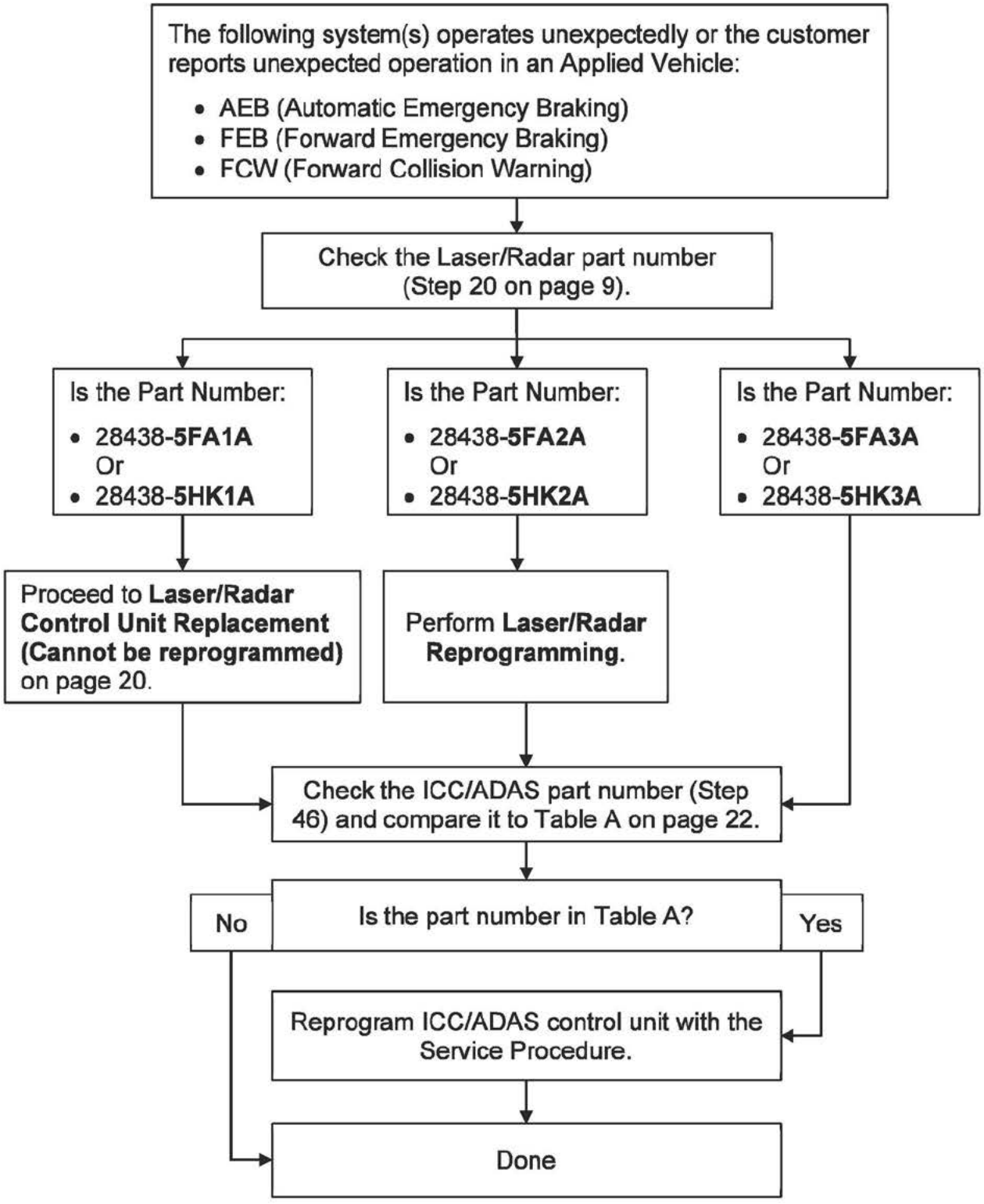
ACTION

Refer to the Repair Overview on page 2.

IMPORTANT: The purpose of ACTION (above) is to give you a quick idea of the work you will be performing. You MUST closely follow the entire SERVICE PROCEDURE as it contains information that is essential to successfully completing this repair.

Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

Repair Overview



NOTE: If neither reprogramming, nor the replacement of the Laser/Radar control unit were performed, refer to the Electronic Service Manual (ESM) for further diagnostic information.

46. When you get to the screen shown in Figure 27, confirm that a reprogram is available as follows.

A. Find the ICC/ADAS **Part Number** and write it on the repair order.

NOTE: This is the current ICC/ADAS Part Number (P/N).

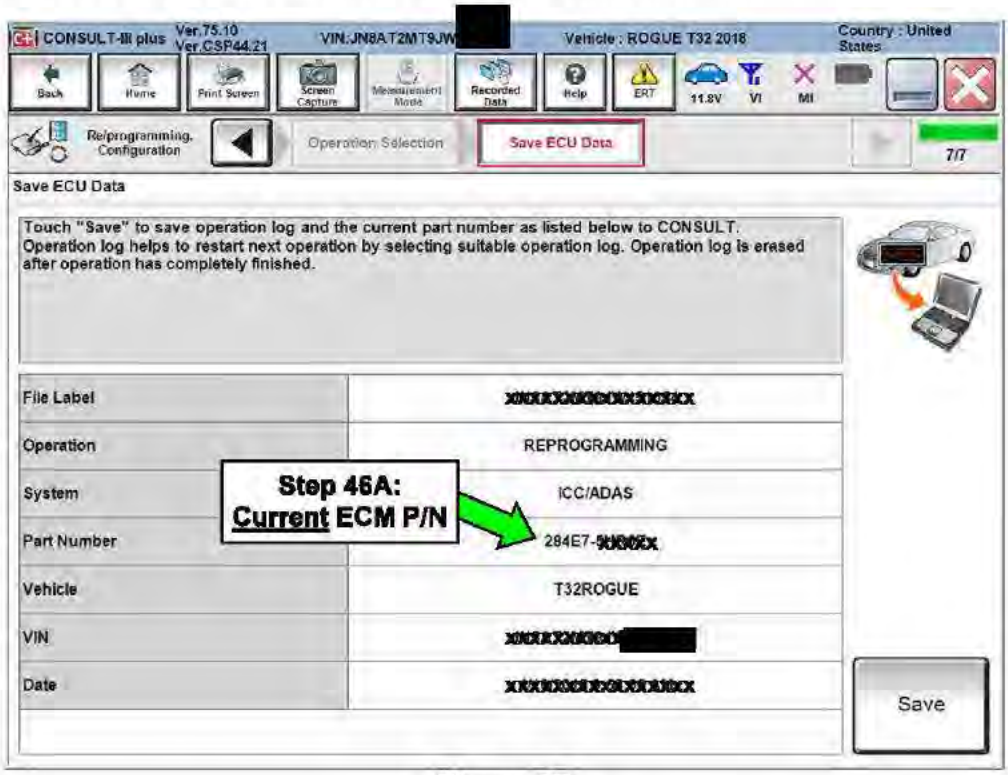


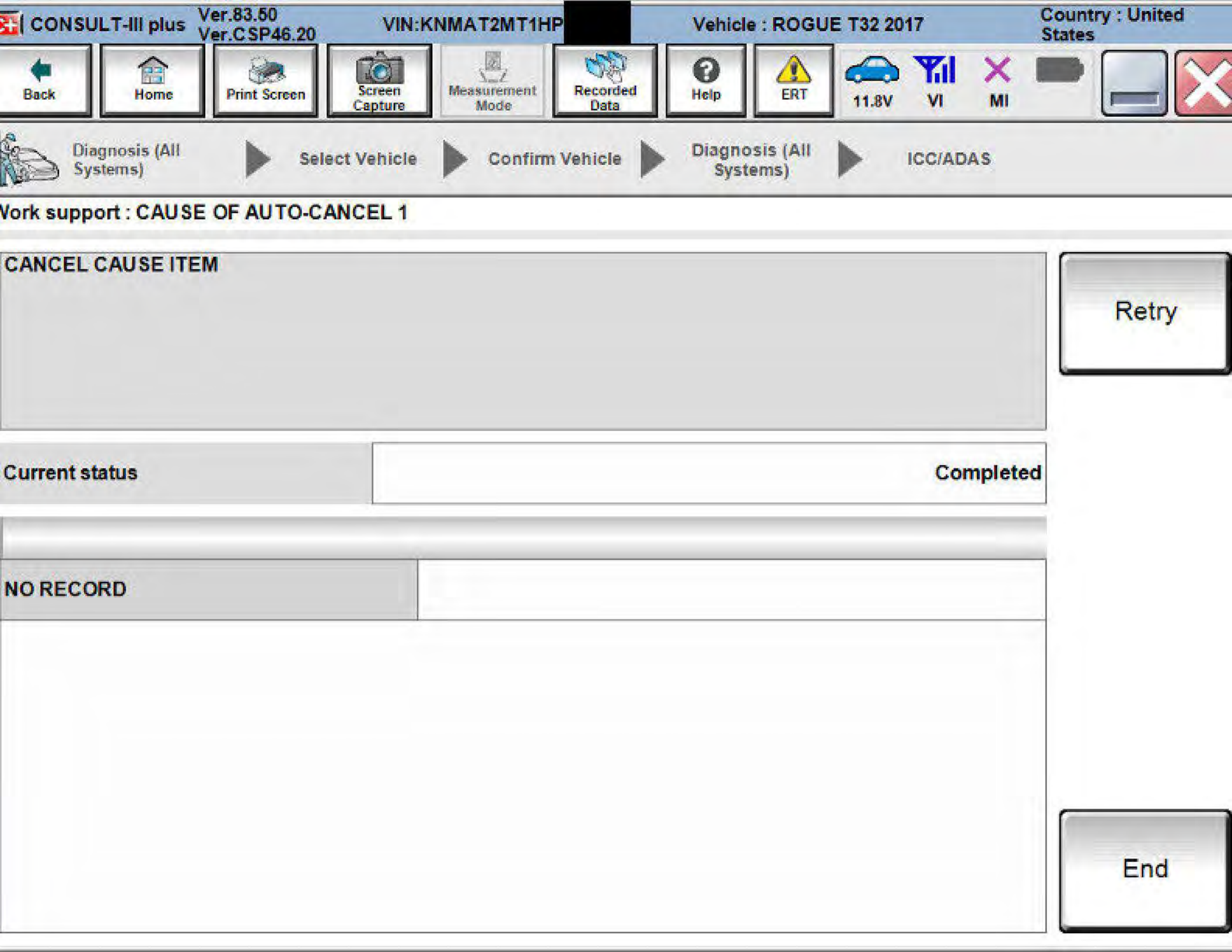
Figure 27

B. Compare the P/N you wrote down to the numbers in the **Current ICC/ADAS Part Number** column in **Table A**.

- If there is a match, continue with the reprogramming procedure.
- If there is not a match in Table A, proceed to step 56.

Table A

MODEL	YEAR	CURRENT ICC/ADAS PART NUMBER: 284E7-
Rogue and Rogue Hybrid	2017	6FL7B, 6FL8B
		6FL1B, 6FL2B
		7FF7B, 7FF8B
	2018	5HR0A, 5HR0C
		5HR9A, 5HR9B
		5HR0E, 5HR1E, 5HR3E, 5HR5E, 5HR6E
Rogue Sport	2017	6MA0B
	2018	6MA1B
		6MG0A, 6MG1A, 6MG2A


CONSULT-III plus
Ver.83.50
Ver.CSP46.20
VIN:KNMAT2MT1HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End



ECU PART NUMBER	284E7-7FF7B

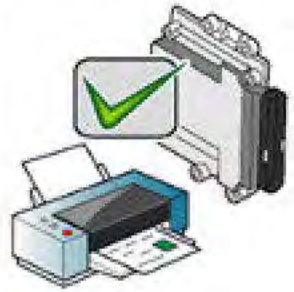
CONSULT-III plus Ver.83.50 VIN:KNMAT2MT1HP[redacted] Vehicle : ROGUE T32 2017 Country : United States

Back | Home | Print Screen | Screen Capture | Measurement Mode | Recorded Data | Help | ERT | 13.6V | VI | MI

Re/programming, Configuration | Erase All DTCs | Print Result / Operation Complete | 15/15

Print Result / Operation Complete

All tasks are completed. Confirm LAN access, touch "Print" to print out this page.
In case CONSULT can NOT immediately access to LAN or printer, Screen Capture function is available for temporally storage of this page. Touch "Screen Capture", and save it. Screen capture data is in "CIII plus Data Folder" on desk top, and open the folder named "ScreenImages".



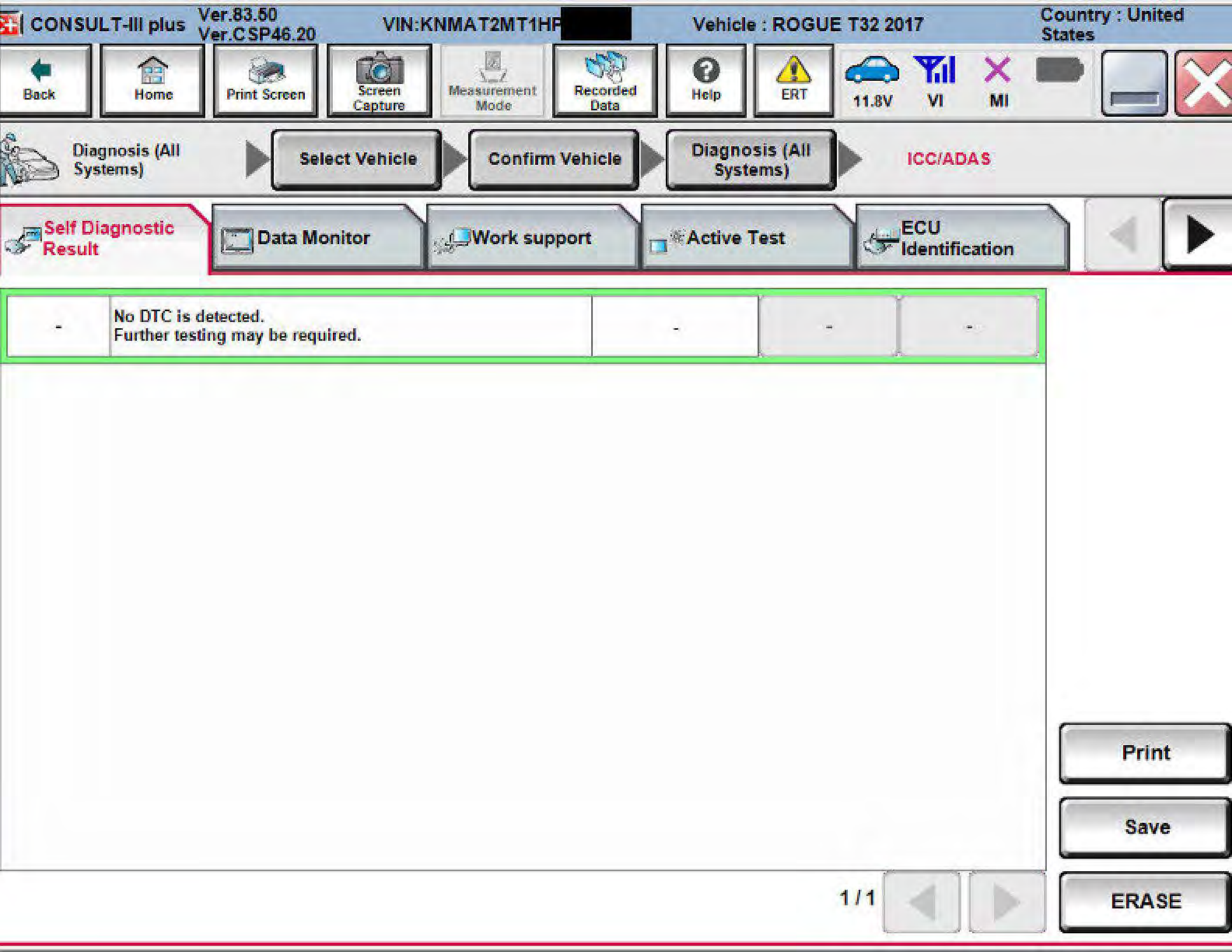
Part number after Reprog/programming	284E7-7FP2A
Part number before Reprog/programming	284E7 7FF7B
Vehicle	T32 ROGUE
VIN	KNMAT2MT1HP[redacted]
System	ICC/ADAS
Date	12/6/2018 4:35:35 PM

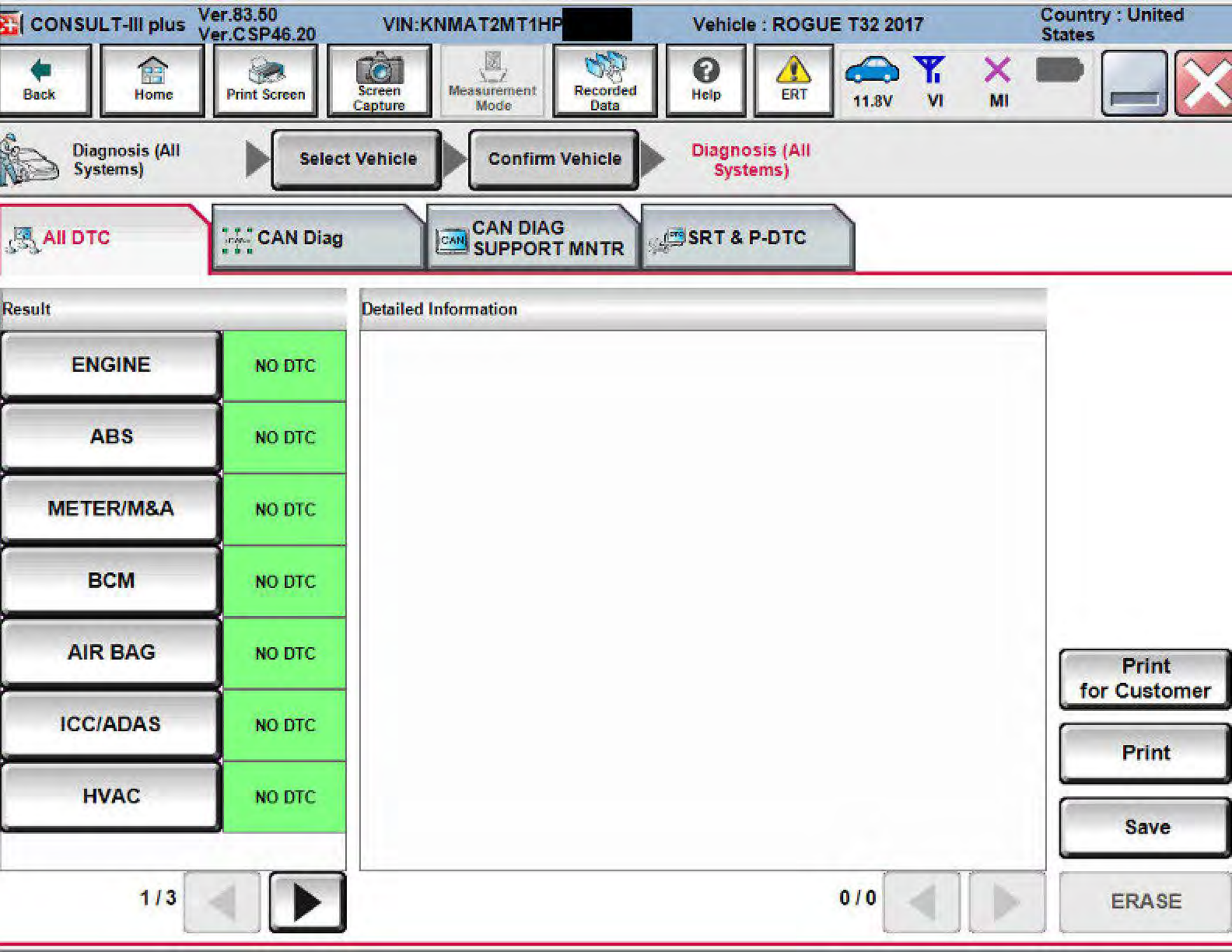
1 / 1

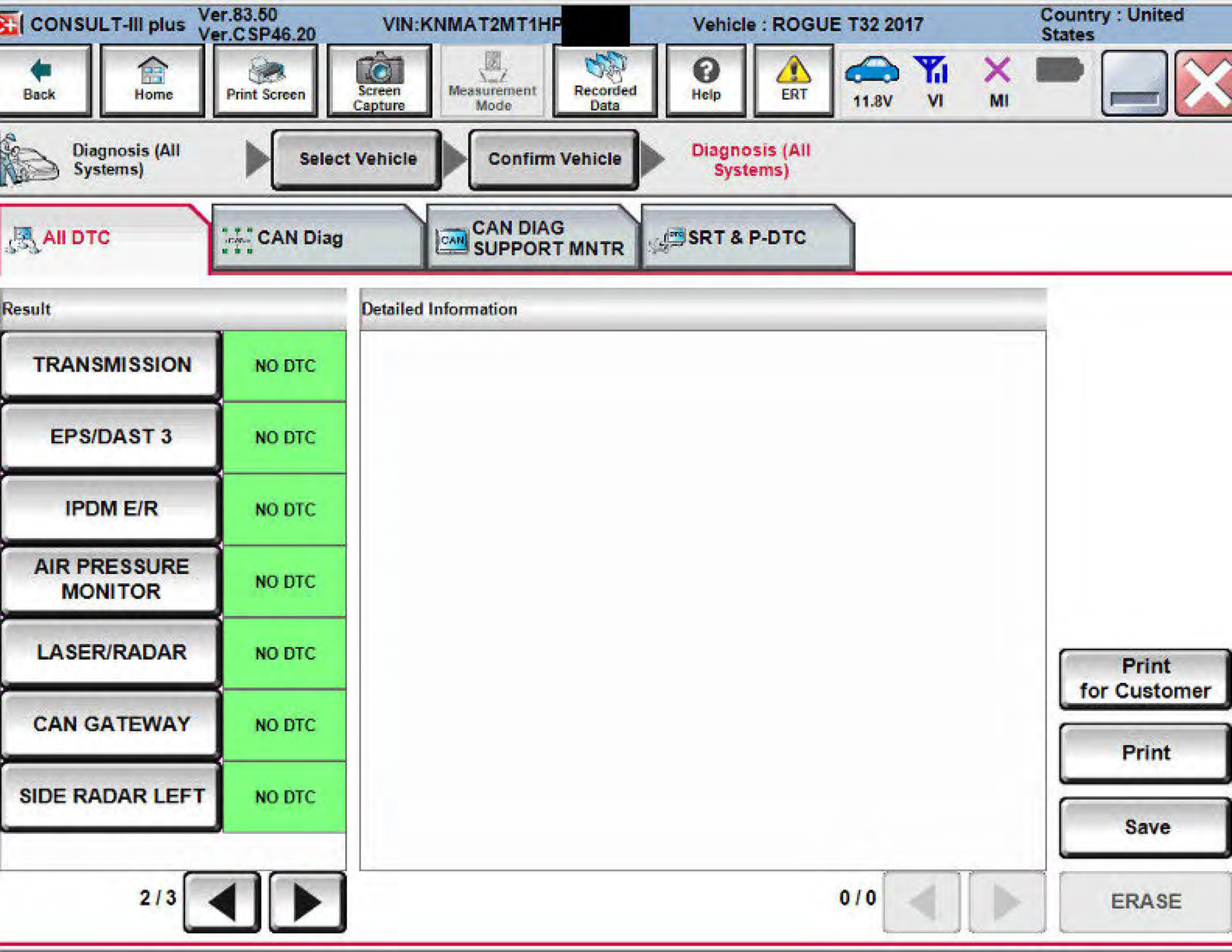
Print

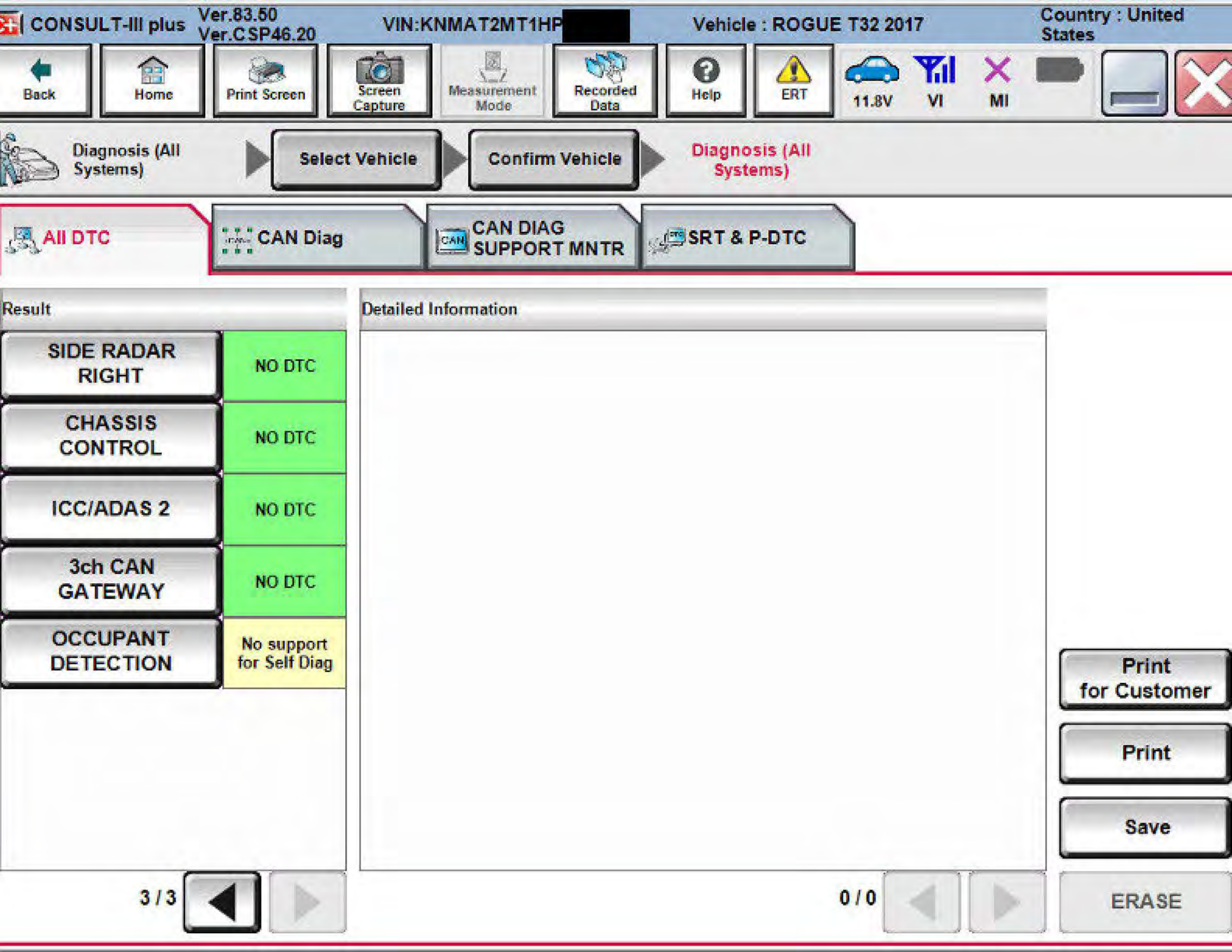
Other Operation

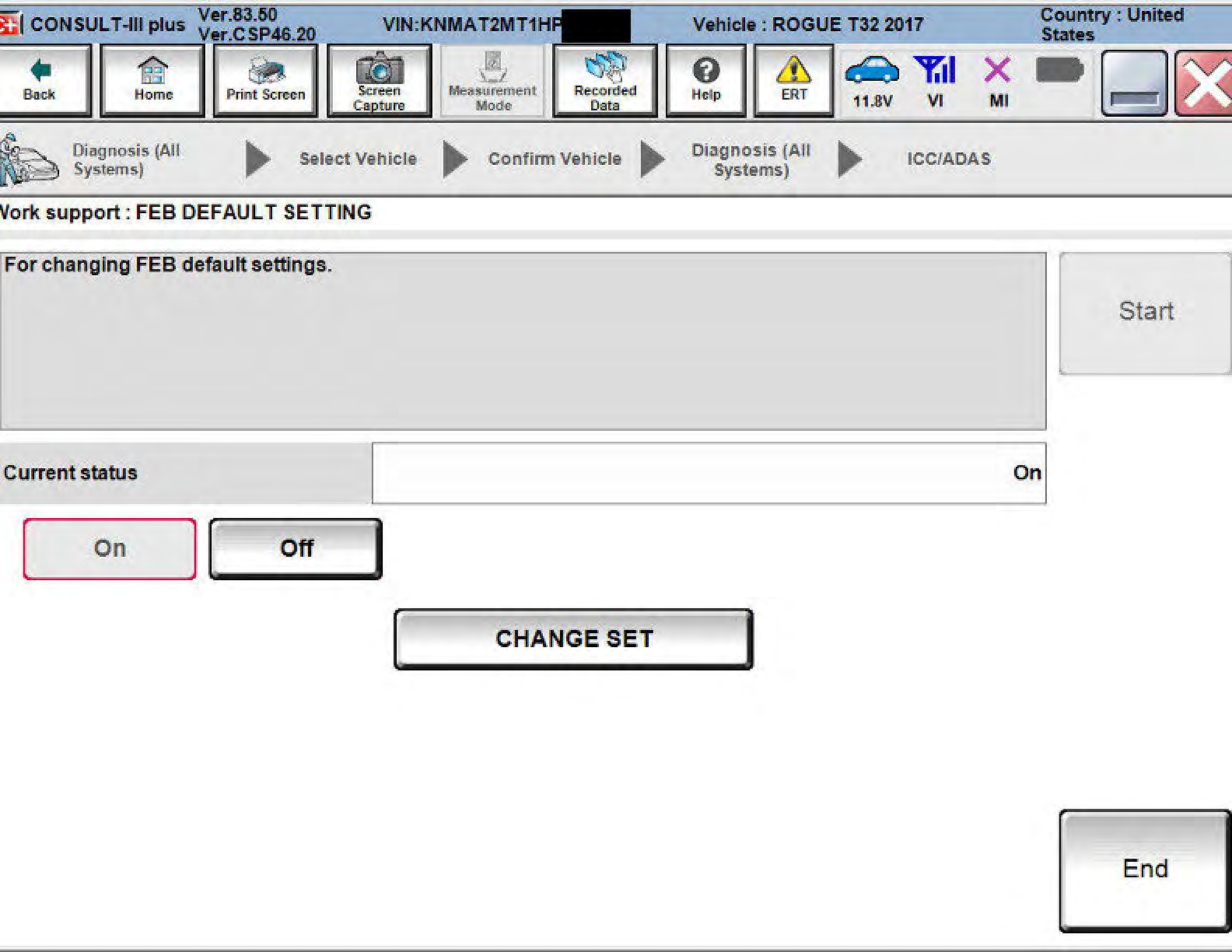
Confirm

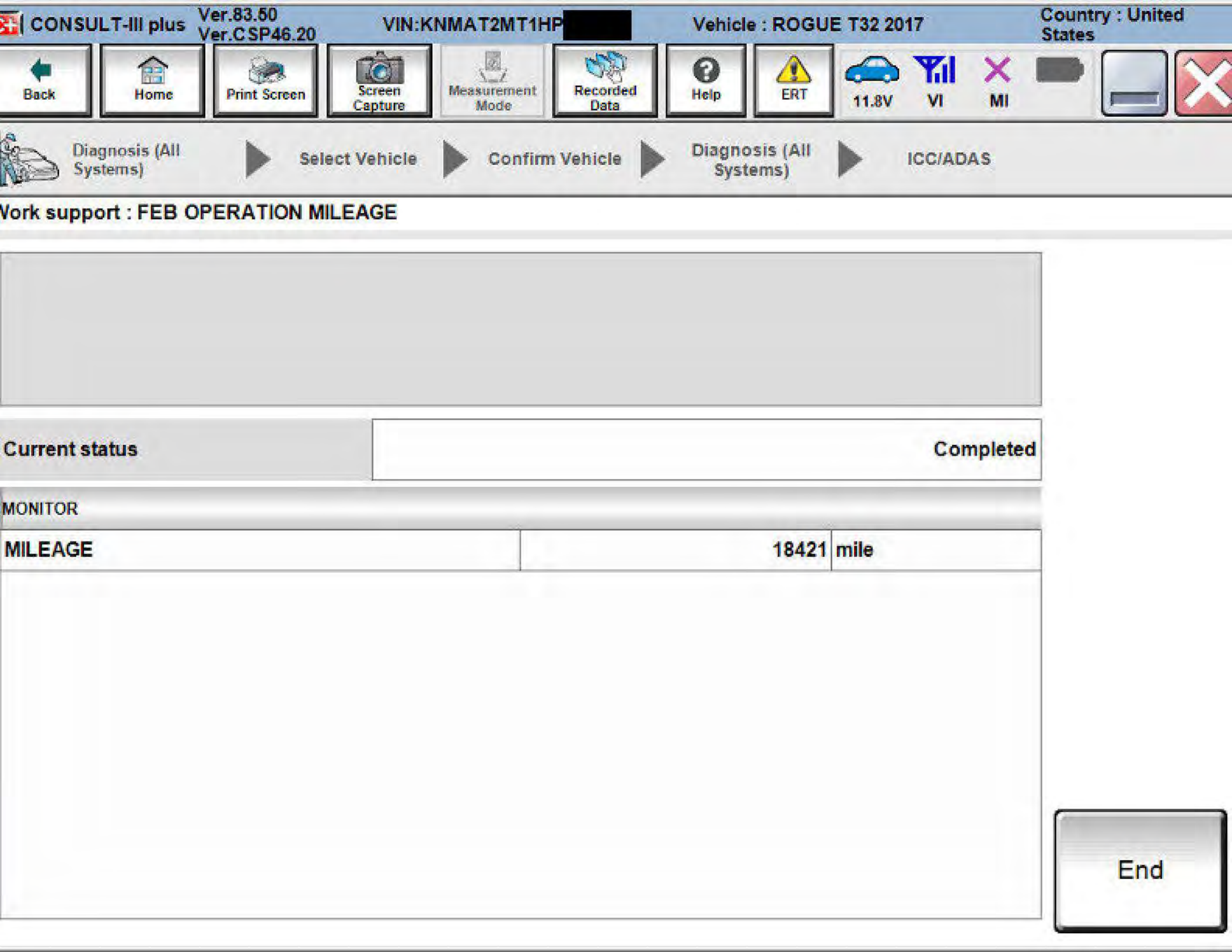

CONSULT-III plus
Ver.83.50
Ver.CSP46.20
VIN:KNMAT2MT1HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
1 / 1
Print
Save
ERASE

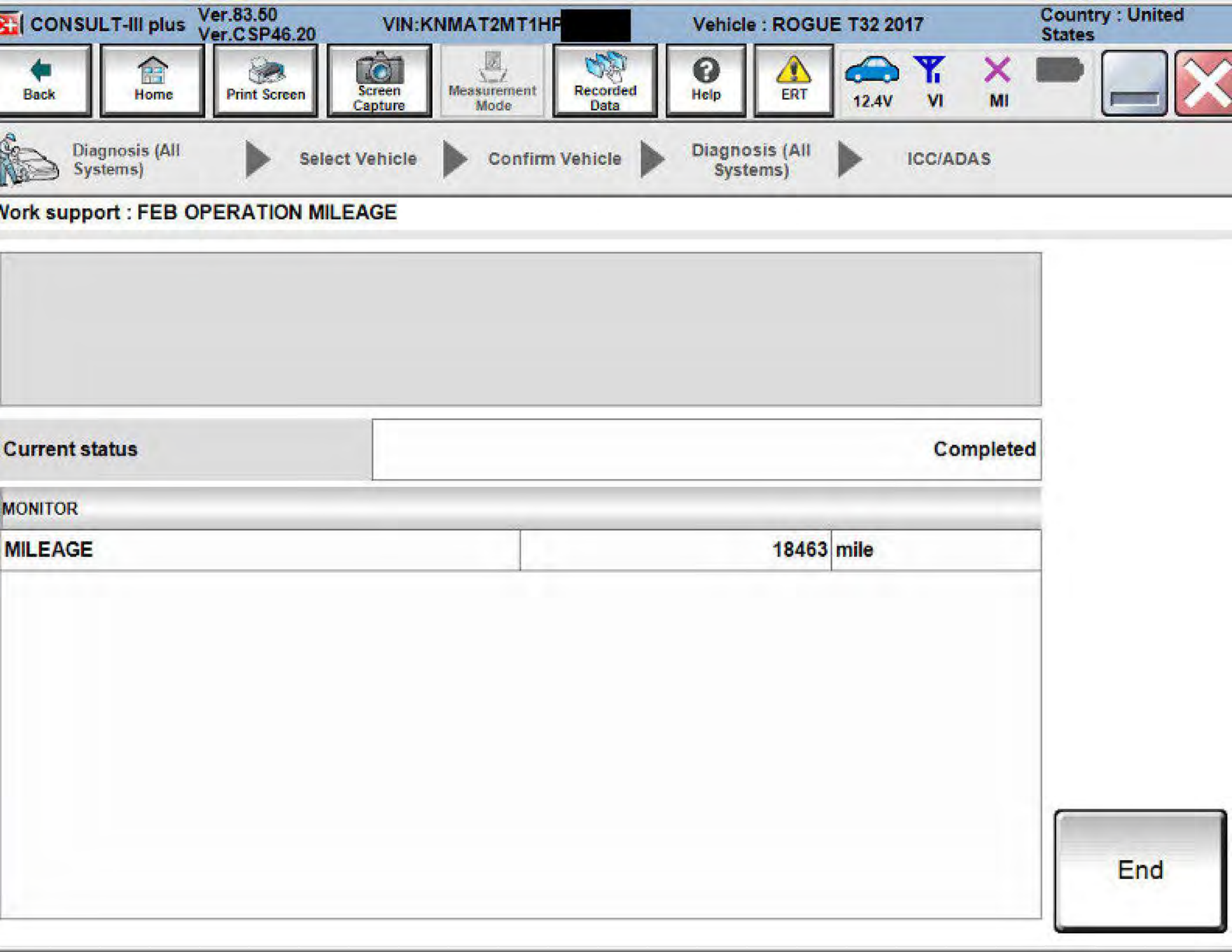

CONSULT-III plus
Ver.83.50
Ver.CSP46.20
VIN:KNMAT2MT1HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
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
HVAC
NO DTC
1 / 3
0 / 0
Print for Customer
Print
Save
ERASE


CONSULT-III plus
Ver.83.50
Ver.CSP46.20
VIN:KNMAT2MT1HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
TRANSMISSION
NO DTC
EPS/DAST 3
NO DTC
IPDM E/R
NO DTC
AIR PRESSURE MONITOR
NO DTC
LASER/RADAR
NO DTC
CAN GATEWAY
NO DTC
SIDE RADAR LEFT
NO DTC
2 / 3
0 / 0
Print for Customer
Print
Save
ERASE


CONSULT-III plus
Ver.83.50
Ver.CSP46.20
VIN:KNMAT2MT1HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Result
Detailed Information
SIDE RADAR RIGHT
NO DTC
CHASSIS CONTROL
NO DTC
ICC/ADAS 2
NO DTC
3ch CAN GATEWAY
NO DTC
OCCUPANT DETECTION
No support for Self Diag
3 / 3
0 / 0
Print for Customer
Print
Save
ERASE


CONSULT-III plus
Ver.83.50
Ver.CSP46.20
VIN:KNMAT2MT1HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End


CONSULT-III plus
Ver.83.50
Ver.CSP46.20
VIN:KNMAT2MT1HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.8V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
18421
mile
End


CONSULT-III plus
Ver.83.50
Ver.CSP46.20
VIN:KNMAT2MT1HP[redacted]
Vehicle : ROGUE T32 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.4V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
18463
mile
End

Vehicle
KNMAT2MT1HP[redacted]

Customize Page | Printable View | Help for this Page

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

Vehicle Detail

Checking for Warranty Exclusions/ Branded VINs..

VIN	KNMAT2MT1HP[redacted]		
Last Modified By	Samaritan Potter, 12/10/2018 2:48 PM	Branded Title	
Created By	NNAETL, 7/13/2017 11:47 AM	Polk Disposed Date	
		Company Vehicle Flag	
Latest Recorded Mileage	18,000	MSRP	$26,265
Latest Recorded Mileage Units	M		
In Service Date	12/18/2017		

Manufacturing Data

Make/Model	2017 Nissan ROGUE	Manufacturer Date	6/9/2017
Model Year	2017	Plant Name	Renault Samsung
Make	Nissan	PDI Date	
Model Line	ROGUE	Country Code	USA
Model Code	29117	US Specification Indicator	Y
Body Style Type	WAGON 4 DOOR	Emissions Type	50 STATE
Exterior Color	GLACIER WHITE	Emissions Certification	
Cylinders		Open Recall	
Transmission Type	CVT	Head Unit	
Model Series		Model Line Code	RGE
Trim Type	ALMOND	Trim Level Type	S
Factory Installed Options	B92C03K01[redacted]		
Factory Installed Options Descriptions	B92 (SPLASH GUARDS), C03 (50 STATE EMISSIONS), K01 (APPEARANCE PACKAGE), L92 (FLOOR MATS (2-PIECE FRONT AND), Z66 (ACTIVATION DISCLAIMER)		
VCS Capability Names			

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	12/18/2020	36,000				
2	POWERTRAIN COVERAGE	12/18/2022	60,000				
3	SEAT BELT	12/18/2027	999,999				
4	CORROSION COVERAGE (PERFORATION)	12/18/2022	999,999				
5	FEDERAL EMISSION LONG TERM DEFECT	12/18/2025	80,000				

Vehicle Retail Sales

Vehicle Retail Sales

Action	Name	Owner	Selling Dealer	Sale Type	Vehicle Model	Purchase Date	Rewind Indicator
View	[redacted]	[redacted]	MCLARTY NISSAN OF BENTON	Retail Sale	ROGUE	12/18/2017	

Vehicle Ownership

Vehicle Ownership

Action	Name	Owner	Begin Date	End Date
View	V[redacted]	[redacted]		
View	V[redacted]	[redacted]		12/18/2017

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]	11/20/2018 7:59 PM		18,000	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-123144625	DISTANCE SENSOR ASSY	FW	9/4/2018	14,149	[redacted]	5687	[redacted]	B
	SRH-123144626		PD	7/20/2017	10	NP NP	5113	[redacted]	A
	SRH-123144627		I	10/23/2018	16,754	[redacted]	5687	[redacted]	
	SRH-123144628		I	10/23/2018	16,754	[redacted]	5687	[redacted]	
	SRH-123144629		I	10/23/2018	16,754	[redacted]	5687	[redacted]	
	SRH-123144630		I	9/4/2018	14,155	[redacted]	5687	[redacted]	
	SRH-123144631		W	9/4/2018	14,155	[redacted]	5687	[redacted]	
	SRH-123144632		W	9/4/2018	14,155	[redacted]	5687	[redacted]	
	SRH-123144633		I	7/13/2018	11,875	[redacted]	5687	[redacted]	
	SRH-123144634		C	7/13/2018	11,875	[redacted]	5687	[redacted]	
	SRH-123144635		I	3/28/2018	5,908	[redacted]	5687	[redacted]	
	SRH-123144636		C	3/28/2018	5,908	[redacted]	5687	[redacted]	
	SRH-123144637		I	3/28/2018	5,908	[redacted]	5687	[redacted]	

Vehicle Service Contracts

Vehicle Service Contracts Help

No records to display

Vehicle History

Vehicle History Help

Date	User	Action
7/13/2017 11:47 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	IIR[redacted]	Completed	11/28/2018	[redacted]	[redacted]	[redacted]	CR	12/6/2018 1:00 PM	12/7/2018 9:06 PM

^ Back To Top

Always show me fewer / more records per related list

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NISSAN






McLARTY


McLARTY
NISSAN










KNMAT2MT1HP


MFD BY RENAULT SAMSUNG MOTORS
CO., LTD. FOR NISSAN MOTOR CO., LTD.
DATE: 06 / 17
GVWR: 2036 KG
4489 LB
GAWR FR: 1040 KG
2293 LB
WITH 225/65R17 TIRES
17X7J RIMS AT 33 PSI
COLD SINGLE
GAWR RR: 1027 KG
2264 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.
KNMAT2MT1HP
MPV
MODEL: TDBALPWT32EUAA---A
COLOR: QAK TRIM: P ZS30A


1:20 PM
18437 miles




















































NISSAN
EXPRESS
SERVICE








NISSAN




RENAULT NISSAN


RENAULT NISSAN












1:26 PM
42°F
Maintenance
Oil and Filter
P
235 mi
18437 miles
RPMx1000
MPH
km/h


OFF
SPORT
ECO


1:31 PM
42°F
Driving Aids
Emergency Brake
Blind Spot
P
234
18437 miles
RPMx1000
MPH


1:31 PM
42°F
Blind Spot
Warning
P
234
18437 miles
RPMx1000
3
4
5
6
7
8
C
H
MPH
60
100
60
20
0
1/2


1:32 PM
42 °F
Chassis Control
Trace Control
Engine Brake
P
234
18437 miles
RPMx1000
MPH
km/h
0
1/2
1


1:32 PM
42 °F
Parking Aids
Cross Traffic
P
234
18437 miles
RPMx1000
MPH
C
H
0
1/2
1



















PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



NISSAN

[redacted]

Hide Feed

Post File New Event More

Write something... Share

Follow

Followers

No followers.

Show Fewer Updates

There are no updates.

Case Comments [99] | Case Categorizations [1] | Open Activities [0] | Activity History [5+] | Emails [2] | Customer Support Tools [1] | Forms [1] | Attachments [5+] | Case History [5+] | Surveys [1]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral		Case Owner	Samantha Dixon
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	1/24/2019	Date/Time Opened	11/26/2018 10:54 AM
Supporting Documents		Date/Time Closed	1/24/2019 8 24 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	2
Executive Actions To Resolve		DRT Origination	
Martiz Customer Id		DRT Support Status	Pending
Customer Document Received		DRT Resolution	CST00227332
Customer Document Requested			
Date Received			
Date Requested			

DTS Inspection

DTS Inspection Date		DTS Inspection Date Confirmed?	
Notes for DTS (Vehicle Concerns)		DTS Request Type	
Inspection Time/Notes	Appointment Time:		
	Notes to Agent:		
Description	Consumer Affairs Voluntary settlement due 1 repair visit with 59 days out of service due to FEB malfunction causing vehicle inoperable.		

Customer Detail

First Name	[redacted]	Home Phone	[redacted]
Middle Initial		Work Phone	
Last Name	[redacted]	Contact Email	[redacted]

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Baron Nissan
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	15,000		

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1		

Vehicle Information

Vehicle	5N1AT2MV5HC[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0

Model Code	29417	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	BARON NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	11/26/2018
Responsible District	07	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$2,883.31	Goodwill Offered	
IIR	F62955	Goodwill Processed	0
IIR Date		VCAN	
RHR Started	11/26/2018	Vehicle Service Contract	
RHR Completed		VSC Reprint Request	Email
		Contact Name	[redacted]

Survey Information

Date Sent		Survey ID	
Survey Type		Case Type	
Survey Request Date		Receipt Date	
Survey-Source		Survey NPS Score 1	
Trans Type		Survey NPS Type 1	
Alert Trigger Verbatim		Hot Alert Type	
Survey Verbatim		Post Follow-Up NPS Score	
		Follow-Up NPS Type	Brand
Comment Text			
Comment Text2			
Comment Text3			
Survey Specific Contact Information			

Roadside Assistance Details

Disablement Reason		Destination Type	
Bill Group		Tow To Address Name	
Caller Reference No		Tow To Address	
Disablement Street		Tow To City	
Disablement City		Tow To State	
Disablement State		Tow To Zip	
Disablement Zip		Service Provider ETA	
Service Provider Name		Service Call #	
Service Provider ID		Service Provided	
Client Dealer ID			

System Information

Subject	CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV5H[redacted]		
Created By	Cassy Leone, 11/26/2018 10 54 AM	Root Cause Code	SCFA
Last Modified By	NNAETL, 2/22/2019 9:08 PM	Root Cause Code (2)	
Days Closed	110	Action Code	NT2A
Case Record Type	CA Closed Case	What action was taken?	2A Customer Reimbursement - Recall/Campaign
		Document ID	[redacted]

Agent Comments

Agent Comments	FEB concerns VEH is currently at the DLRSHP Submitted IIR VEH has not been repaired yet
Agent Next Step	Other

Reopen Case | Clone Closed Case

Case Comments

New

Case Comments He

Public	Comment
	Created By Dakota McGregor (2/22/2019 1 36 PM) *** [Added after the case is closed.] *** ARBS placed outbound to SM Frank ARBS reviewed claim with SM and all information on the attached e-mail ARBS notes SM was e-mailed info per SM request
✓	Created By Dakota McGregor (2/22/2019 1 04 PM) *** [Added after the case is closed.] *** ARBS received vmx from SM Frank requesting callback
✓	Created By Dakota McGregor (2/21/2019 10 22 AM) *** [Added after the case is closed.] *** ARBS placed outbound to Baron Nissan Service ARBS notes that SA Jason informed that SM and WA are OOO ARBS left message for SM Frank to call ARBS back

Created By Dakota McGregor **(2/20/2019 5 07 PM)**
✓ *** [Added after the case is closed.] ***
ARBS placed outbound to Baron Nissan Service 2X
ARBS notes that ARBS was unable to leave a vmx

Created By Dakota McGregor **(2/20/2019 5 02 PM)** **Last Modified By** Dakota McGregor **(2/20/2019 5 02 PM)**
*** [Added after the case is closed.] ***
✓ ARBS notes SRPLNR informed ARBS that DLR has already been paid 1.2 labor shown as RD45AA, so this line needs to be removed

SRPLNR informed that amount requested for the other two lines is over what DLR is paid for time
SRPLNR informed that either time or amount requested needs to be amended

Created By Dakota McGregor **(2/20/2019 11 54 AM)**
*** [Added after the case is closed.] ***
✓ ARBS received vmx from SM Frank requesting assistance with claim

ARBS sent claim info to SRPLNR JS for review

Created By Dakota McGregor **(2/13/2019 10 16 AM)**
*** [Added after the case is closed.] ***
ARBS received vmx from SM Frank regarding claim

ARBS immediately returned call
✓ ARBS spoke to SM Frank and WA Marie
SM informed that WA contacted warranty department and was having trouble figuring out the primary failed part
ARBS informed that ARBS office would be unable to assist with coding or primary failed part
ARBS informed that per limited info view that ARBS has of warranty case, warranty department is waiting on the completed estimate, maybe the sublet estimate
SM understood
ARBS informed that once the coding and pfp concern is addressed, if claim suspends, DLR to let ARBS know
SM agreed

✓ **Created By** Samantha Dixon **(1/24/2019 8 20 AM)**
SR ARBS closing case as check has been mailed.

Created By Brian Volk **(1/23/2019 2 58 PM)**
Check sent-FedEx tracking number as notated by DRT agent.

Created By Samantha Dixon **(1/21/2019 9 53 AM)**
SR ARBS noes that check request was submitted for rental reimbursement and 2 month veh payments due to inconvenience.

SR ARBS notes that per the veh contract, c monthly veh payments are $415.87.

SR ARBS ntoes that Enterprise rental bill charged to Visa for the amt of $2051.57 was paid by c.

SR ARBS notes reimbursement:

✓ 2 month veh payments @ $415.87/month= $831.74
Enterprise rental paid by c= $2051.57

total reimbursement: $2883 31

CST#[redacted]
[redacted]
Check Amt: $2883.31

FEDEX TRACK NG WITH CASE #[redacted]

Created By Samantha Dixon **(1/21/2019 9 44 AM)**
IIR FEB EST

✓ **Created By** Dakota McGregor **(1/18/2019 2 33 PM)**
ARBS responded to C informing that Cs paperwork has been received, and ARBS anticipates that C should receive reimbursement by Wednesday or Thursday of next week

Created By Dakota McGregor **(1/18/2019 2 29 PM)**
ARBS NOTES:

✓ Total amount of check will be :$2883.31 This is the only amount

This includes the rental and 2 month veh payment consideration

✓ **Created By** Dakota McGregor **(1/18/2019 2 28 PM)**
ARBS received and attached completed settlement and release form

Created By Dakota McGregor **(1/17/2019 5 13 PM)**
✓ ARBS attached settlement and release form to case

ARBS sent e-mail to C with settlement and release form attached

Created By Dakota McGregor **(1/17/2019 4 50 PM)**
ARBS placed outbound to C[redacted]
ARBS verified C had time to speak to ARBS
ARBS spoke to C and Cs husband
ARBS informed that ARBS office is calling to further discuss Cs case
ARBS informed that amount reimbursable according to rental receipt is $2,051.57
C states that C believes that C was charged more than this
ARBS informed C that ARBS will only be able to review the difference if C can provide a receipt
C spoke to husband and C and Cs husband decided that will just settle for the amount on the receipt
ARBS inquired if C is sure as C is welcome to contact Enterprise to discuss
C states yes, and C would not like to waste Cs time
ARBS informed that due to inconvenience, Nissan would like to offer C reimbursement of 2 month's veh payments
ARBS informed this total will be $831.74
ARBS confirmed with C that total amount reimbursable is $2883.31
✓ ARBS informed that C will be required to sign a settlement and release form and have notarized before ARBS can process reimbursement
C understood and agreed
C requested to be e-mailed to C
ARBS verified Cs e-mail
ARBS verified mailing address for reimbursement to be issued to:
[redacted]
Bethpage, NY[redacted]
USA
ARBS informed that once paperwork is completed then as long as is not at the end of the week, C can expect the check in 1-3 business days
C understood and agreed
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

✓ **Created By** Dakota McGregor **(1/17/2019 4 49 PM)**

ARBS placed outbound to DLR SM Frank
ARBS inquired if C has been reimbursed for rental expenses
SM states no
SM informed that SM has rental receipt from Enterprise with Cs payment and credit card
ARBS requested SM e-mail to ARBS
SM Faxed receipt
ARBS attached receipt to the case
ARBS informed SM to not reimburse C for any rental as ARBS office would handle this for C since C has already paid at this point (per SRARBS)
ARBS reminded SM to notify ARBS once the claim is suspended in the system
SM agreed
ARBS thanked SM for helping ARBS

Created By Dakota McGregor (1/15/2019 11 39 AM)
✓ ARBS received vmx from C informing that C did speak with Baron Nissan, and Cs veh is completed
C states C is still not aware of rental situation yet as SM indicated that would need to wait until C has returned rental veh, and SM has submitted RO to ARBS first

Created By Dakota McGregor (1/15/2019 9 10 AM)
ARBS placed outbound to C[redacted] extension[redacted]
ARBS verified C had time to speak to ARBS
C inquired if Cs veh has been completely repaired
ARBS informed that last thing that ARBS has on file is that tentative repair completion date was for yesterday
✓ ARBS inquired if C has been reimbursed for rental charges by DLR
C states C is not sure
C states C will check with DLR about both items and contact ARBS back
C verified ARBS phone number
ARBS thanked C
C thanked ARBS
Call ended mutually

✓ **Created By Dakota McGregor (1/15/2019 8 43 AM)**
ARBS received vmx from C requesting callback at work number

Created By Dakota McGregor (1/15/2019 8 43 AM)
ARBS received via e-mail and attached the following items to Cs case:

✓
1) veh contract
2) proof of insurance card
3) veh registration

Created By Dakota McGregor (1/14/2019 9 29 AM)
ARBS placed outbound to C[redacted]
ARBS left vmx informing that according to case, does appear that veh may be tentatively completed today or tomorrow
ARBS informed that ARBS office is calling as a courtesy and as has not received any of the requested documents to further review Cs case
ARBS reminded C that ARBS would need a copy of Cs veh contract and veh title or registration
ARBS left best contact info and requested a callback

✓ **Created By Dakota McGregor (1/14/2019 9 25 AM)**
*ARBS sent e-mail to SM Frank

Created By Dakota McGregor (1/14/2019 9 23 AM)
ARBS placed outbound to DLR and spoke to Service Manager Frank 516 621 8282
ARBS inquired about status of repairs of the veh
SM informed that veh is fully repaired and is supposed to be delivered today
ARBS informed that SM will submit the repair under warranty and when the claim suspends to let ARBS know
✓ ARBS informed that ARBS will need a copy of the completed RO with the total to have on file
SM informed that is aware and will be happy to send to ARBS
ARBS inquired if SM would like ARBS to e-mail SM , just so SM can easily locate ARBS e-mail
SM agreed
ARBS thanked SM
Call ended mutually

Created By Samantha Dixon (1/9/2019 11 09 AM)
SR ARBS made outbound call to DLR spoke to service manager Frank 5166218282.

SM Frank advised that the update was performed yesterday and was sent to the body shop and will submit a RO when its completed.

✓
ARBS understood.

SM Frank thanked SR ARBS for helping.

call ended mutually

Created By Samantha Dixon (1/9/2019 11 04 AM)
SR ARBS received vcmail from SM Frank requesting a call back. CB #[redacted]

Created By Samantha Dixon (1/8/2019 2 19 PM)
SR ARBS ASSISTING ARBS DM WHILE OOO

SR ARBS sent service manager Frank an email:

Good Afternoon Frank,

✓
I am assisting Dakota with his cases while he is out sick. It appears that he requested a repair estimate from you on January 4. I just wanted to follow up and see if that has been sent to him and if you could please send to me? As of right now there is not an ETA on when he will be back.

Thank you,

Samantha Dixon

Created By Dakota McGregor (1/4/2019 4 26 PM)
ARBS placed outbound to SM Frank
ARBS informed that Nissan will be in a position to assist C
ARBS informed that C did agree to work with ARBS to repair the veh
ARBS advised SM to proceed with TSB or FEB repair
ARBS informed that Nissan would also be repairing the rear damage associated to the incident
✓ ARBS informed that claim will be submitted under warranty and once the claim suspends without user submission errors, SM will be required to let ARBS know, so ARBS can request supervisor approve the claim
ARBS informed that rental will be authorized for the customer only until the veh is repaired
ARBS informed that SM can submit rental up until now on RO also
SM understood and agreed
ARBS verified SM's e-mail address
ARBS informed that would e-mail SM about case
SM understood and agreed.

✓ **Created By Dakota McGregor (1/4/2019 4 21 PM)**
*ARBS sent e-mail to C requesting a copy of the veh contract and veh registration or title

✓ **Created By Dakota McGregor (1/4/2019 4 17 PM)**

ARBS received inbound from C at 3:44PM
ARBS informed C that after a thorough review Nissan is in a position to assist with C
ARBS inquired if C would be willing to work with ARBS to repair the FEB concern and rear accident damage
C s ates yes
ARBS informed that Cs loaner/rental would continue to be provided until repairs are completed
ARBS informed that due to Cs inconvenience Nissan would like to review Cs case for some kind of additional assistance
ARBS informed that is only able to complete review once the veh is repaired
ARBS informed that ARBS would require a copy of Cs veh contract or something showing how much Cs monthly payment is that is legitimate and a copy of Cs veh title or veh registration
C s ates that C appreciates this
C s ates that C does want to let ARBS know that C most likely will sell the veh
ARBS informed that is at Cs discretion
C understood
ARBS inquired if C had any out of pocket expenses
C s ates that C only had rental
ARBS informed if DLR does not reimburse C rental then C can contact ARBS for ARBS to review
ARBS offered further assistance
C declined
ARBS verified Cs e mail address
ARBS informed that would e mail C so C could respond with requested items
C understood and agreed
ARBS thanked C
C hanked ARBS call

Created By Dakota McGregor (1/4/2019 3 26 PM)
ARBS placed outbound to C [redacted]
✓ ARBS left vmx informing that resolution is available in case
ARBS is requesting callback from C
ARBS left best contact info
ARBS requested

✓ **Created By Dakota McGregor (1/4/2019 3 25 PM)**
ARBS received vmx from C requesting callback

Created By Dakota McGregor (1/4/2019 11 19 AM)
ARBS placed outbound to C [redacted]
✓ ARBS left vmx informing that resolution is available in case
ARBS is requesting callback from C
ARBS left best contact info

Created By Dakota McGregor (1/4/2019 10 50 AM)
✓ ARBS reviewed case with SRARBS SD
SRARBS informed that DLR can submit rental under RO, and that ARBS office will be in a position to assist with rental expenses during process

Created By Dakota McGregor (1/4/2019 10 47 AM)
✓ ARBS received e-mail from PL-WR advising that Nissan is in a position to assist

ARBS attached e-mail to case

Created By Dakota McGregor (1/3/2019 3 06 PM)
ARBS placed outbound to C [redacted]
ARBS verified C had time to speak to ARBS
ARBS informed is returning Cs call
C states C would like an update on case and date inspection was completed
C states C has been paying Cs car payment, and C does not feel like C should
ARBS informed C that inspection was completed on 12/17
ARBS informed C that Cs case is under review
ARBS informed as previously discussed, that does take 2-4 weeks from inspection date, and that with the holiday that review could be delayed
C states that SM Frank informed C that C should have heard from ARBS
ARBS informed that ARBS has spoken to SM Frank multiple times and discussed process with SM multiple times, so ARBS informed is not sure why SM would have asked C this
C understood
C inquired who is performing inspection and review Nissan or the DLR
ARBS informed Nissan
C inquired who would provide the decision
ARBS informed that ARBS office would be providing the decision
C inquired if DLR or C would be contacted
ARBS informed both C and DLR would be contacted
C states okay and C will just wait for a call from ARBS with an update
ARBS did remind C that C is financially responsible for Cs veh
C states that C understands and is upset
C states that DLR has charged C for use of the loaner veh
C states that DLR informed C that DLR will prob reimburse C, but C is still unhappy
ARBS reminded C that Nissan will not be offering any loaner/rental/towing or storage assistance at this time
C understood
ARBS thanked C
C thanked ARBS
Call ended mutually

Created By Dakota McGregor (1/3/2019 3 04 PM)
ARBS notes additional notes from ARBS call to SM Frank at 1:06PM
SM mentioned that C is still in a loaner veh
✓ ARBS did explain to SM Frank again that Nissan would not be providing assistance with loaner/towing/rental/storage assistance to C and that only if Nissan is in a position to assist at end of proc would ARBS office even consider review for assistance, but is not guaranteed that any assistance would be provided
ARBS inquired if SM has spoken to FOM
SM states no and that FOM is new

Created By Dakota McGregor (1/3/2019 2 26 PM)
ARBS received 3 vmx s from C requesting callback
✓

2 on 01/02 - ARBS was OOO
1 on 01/03

Created By Dakota McGregor (1/3/2019 1 06 PM)
ARBS placed outbound to SM Frank
ARBS apologized for missing SM Frank's calls
ARBS informed that was OOO
SM understood
ARBS informed regarding case that department that is reviewing case has been contacted, has received info from inspection and is reviewing case
✓ ARBS informed that ARBS did request case be expedited and that department did confirm that would try best to expedite the review
SM inquired about releasing the veh
ARBS informed that if C is requesting veh then DLR will need to provide the veh to C as is Cs discretion
SM informed that SM spoke to DTS-KM and that DTS said otherwise
SM inquired if DTS had spoken with ARBS
ARBS informed that ARBS did speak with DTS about case but is unaware of what SM is speaking about
SM informed that would be speaking further with DTS-KM
ARBS informed that once ARBS has an update that ARBS will be sure to let DLR know

✓ **Created By Dakota McGregor (1/3/2019 1 02 PM)**
ARBS received 3 vmxs from SM Frank requesting callback

2 on 01/02 ARBS was OOO PTO

on 01/03

Created By Dakota McGregor (1/3/2019 10 56 AM)
ARBS received inbound from PL-WR
PL informed that PL has received request for case to be expedited
PL informed case will still need to be reviewed, and PL will try best to expedite review

Created By Dakota McGregor (1/3/2019 10 38 AM)
ARBS sent e-mail to PL-LO and PL-WR requesting that IIR review be expedited if possible

Created By Dakota McGregor (1/3/2019 10 35 AM)
ARBS notes per DTS-KM that IIR has been uploaded

Created By Dakota McGregor (12/20/2018 3 09 PM)
ARBS notes next steps: once IIR is uploaded and PL is back in office, ARBS to request expedited review

Created By Dakota McGregor (12/20/2018 3 08 PM)
ARBS placed outbound to DTS-KM
DTS reviewed case with ARBS
DTS informed that DLR had contacted DTS and was inquiring about status of case
DTS informed that would most likely be uploading I R tonight
ARBS thanked DTS

Created By Dakota McGregor (12/20/2018 2 52 PM)
ARBS received vmx from DTS-KM requesting callback

Created By Dakota McGregor (12/20/2018 2 31 PM)
ARBS placed outbound to SM Frank at 11 39AM
ARBS informed that ARBS is giving a courtesy call to give DLR an update
ARBS informed that wanted to let SM know that specialists will be reviewing information from inspection
ARBS informed that specialists do need time to properly review the info in the case
ARBS informed that does want to let SM know that most departments in Nissan will be closed week of Christmas and New Years
SM states that ARBS is aware that C is in a rental right
ARBS informed that ARBS has discussed with SM before that ARBS office will not be providing rental assistance at this time
ARBS inquired if SM has spoken to FOM about Cs rental concerns (ARBS notes when ARBS reviewed case with TL-CT, TL informed that had spoken with SM and referred to FOM for rental con
SM informed that has not spoken to FOM
SM states what about the C
ARBS informed SM that C has been informed that Nissan does not provide any assistance
SM inquired if SM can go ahead and perform the TSB for the FEB
ARBS informed is not sure and inquired if SM would hold while ARBS finds out
SM understood
ARBS reviewed case with SRPLNR-JS
SRPLNR advises that no repairs be made until decision is available
ARBS informed SM that ARBS had reviewed with supervisor and no repairs are to be made at this time
SM informed that SM disagrees
ARBS informed SM that this is the information that ARBS has for SM
SM informed that SM may call C and inform to pick up veh and return rental
ARBS advised SM that storage of the veh is between DLR and C
SM informed what is C going to think
ARBS informed that C has been advised that storage is between DLR and C- and that Nissan will not provide any storage assistance
SM informed that still disagrees with info provided and may call ARBS back
ARBS thanked SM for time

Created By Dakota McGregor (12/18/2018 1 12 PM)
ARBS received vmx from SM Frank
SM informed that to provide ARBS an update that DTS did complete the inspection and SM let C know

Created By Dakota McGregor (12/14/2018 10 40 AM)
ARBS reviewed case with TL-CT and advised that SM is seeking callback

Created By Dakota McGregor (12/14/2018 9 55 AM)
ARBS placed outbound to Baron Nissan Service
ARBS spoke to SM Frank
SM confirmed inspection of 12/17 at 2PM
SM informed that has still not heard back from RCAS-KC or supervisor
ARBS informed SM that ARBS was not able to put in case (review case) with supervisor until late in the evening yesterday before closing
ARBS informed that most likely supervisor or RCAS have not had an opportunity yet to call SM back
SM understood

Created By Dakota McGregor (12/14/2018 9 51 AM)
ARBS placed outbound to C[redacted]
C requested immediate callback on work phone line
ARBS placed immediate callback on work line

ARBS informed that inspection is set for 12/17/18 at 2PM
ARBS inquired if C can confirm inspection date
C states yes
ARBS informed inspection has been confirmed
C inquired about contacting the dealer
ARBS informed ARBS office would be contacting the DLR to inform of the inspection date
ARBS reminded C that would be 2-4 weeks before resolution is available
C thanked ARBS
ARBS thanked C
Call ended mutually

Created By Dakota McGregor (12/13/2018 3 33 PM)
ARBS reviewed case with TL-CT and RCAS-KC and informed TL that SM is requesting a callback today in reference to case

Created By Dakota McGregor (12/13/2018 1 44 PM)
ARBS submitted DTS request

Created By Dakota McGregor (12/13/2018 1 44 PM)
ARBS placed outbound to DLR
ARBS spoke to SM Frank
ARBS informed SM that C is wishing to proceed with inspection process at Baron Nissan
ARBS informed for SM to not make any repairs to the veh
SM understood
ARBS informed that Nissan would not be offering any storage, rental or loaner assistance
SM inquired about giving the veh back to C
ARBS informed that storage will be strictly between C and DLR
SM understood
SM informed that would still like to speak with RCAS-KC's supervisor or RCAS-KC
ARBS understood and informed that has not yet been able to make request as supervisor has been unavailable
SM understood
SM requested callback today

*ARBS notes case was reviewed by SRARBS SD and DLR was informed not to proceed with any repairs presently

Created By Dakota McGregor (12/13/2018 1 38 PM)
ARBS received inbound from C at 12:33PM
ARBS verified C had time to speak to ARBS
ARBS verified and completed probe

C states that C bought the veh in July 2017
C states that passed over a long island railroad
C states that C has had 3 incidents at the same location with the veh
railroad tracks/station merritts road going onto route 24 before turnville pike
C states C has had multiple problems with veh stopping on own
C states that several months ago C went over the tracks and brakes stopped C on the tracks
C states that C just missed a veh
C states that almost a month ago Cs sister was driving the vehicle and the vehicle was fine
C states that C was informed by DLR that to be travelling at a certain speed would stop C from having the concerns C has been having with the veh per DLR

Regarding incident:
C states in November C was driving the veh
C states that veh slammed on brakes automatically while on the train tracks
C states that son was driving the veh behind C, C states that Cs son did not stop in time and hit C in the rear
C states was raining and at night
✓ C states that no one was injured and no one had to go to the hospital
C states that spoke to service and service informed C of coils and concerns with other rogues with FEB and stopping on the tracks
C states C believes front sensor on the veh that is not related to brakes is causing brake concerns

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
ARBS informed this is a 6-8 week process and could be longer due to both Christmas and New years
ARBS advised c that in the time of the investigation NNA will not provide a loaner, rental, towing, storage or any assistance
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 then c would take the veh back with c and wait for results
c stated ok and informed that veh will be at DLR Baron Nissan
ARBS informed C that storage of the veh would be strictly between DLR and C
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
ARBS advised c that ARBS will request the inspection and will call c once a date is available
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

✓ Created By Dakota McGregor (12/13/2018 1 33 PM)
ARBS notes additional note: SM requested to speak to RCAS-KCs Manager if at all possible

✓ Created By Dakota McGregor (12/13/2018 12 53 PM)
ARBS notes previous call was placed at 11:45AM

Created By Dakota McGregor (12/13/2018 12 52 PM)
ARBS placed outbound to DLR Baron Nissan
ARBS Spoke to SM Frank and SA Jason
SA inquired about status of case
SA informed that Cs veh does have FEB
ARBS informed SA that due to technical difficulties, system was showing that Cs veh did not have FEB, and DTS was nice enough to send correct information to ARBS office
ARBS informed that ARBS office has contacted C back and has left a vmx requesting callback on both voicemails
SM informed that C is in a rental veh presently and has been for a while because RCAS-KC informed DLR of this
ARBS informed SM that ARBS office will not be offering loaner/rental assistance to C
✓ ARBS informed that ARBS informed C to discontinue this as ARBS office will not provide this to C
SM informed that expects Nissan to pay for rental so far because RCAS informed C of this
ARBS informed SM that would have to refer SM to speak to CA about this
ARBS informed that ARBS office will not be offering rental/loaner assistance
SM understood
SM informed that RCAS-KC is not responsive at all
SM informed that SM has called RCAS several times a day for almost a week with no response from RCAS
SM informed that RCAS will not return voicemails either
SM informed that would like to speak to someone about this at CA also
ARBS informed that can put in a request to Cs manager but cannot guarantee that manager will be able to speak to SM
ARBS informed that will also put in a request for CA to give manager a call to discuss SM's concerns and will document SMs concerns

✓ Created By Dakota McGregor (12/13/2018 12 09 PM)
ARBS received vmx from SA Jason requesting callback at 516 621 8282

Created By Dakota McGregor (12/13/2018 10 39 AM)
516 203 3600 extension 3555 ARBS placed outbound to C
✓ ARBS left vmx informing that ARBS office is reaching out to C as ARBS was informed that ARBS office was having some technical difficulties when Cs case was reviewed with C
ARBS requested C give ARBS a callback, so ARBS can provide C the proper info for Cs case
ARBS left best contact info and office hours
ARBS requested 20-30 minutes of Cs time if C calls back

Created By Dakota McGregor (12/13/2018 10 35 AM)
ARBS placed outbound to C[redacted]
✓ ARBS left vmx informing that ARBS office is reaching out to C as ARBS was informed that ARBS office was having some technical difficulties when Cs case was reviewed with C
ARBS requested C give ARBS a callback, so ARBS can provide C the proper info for Cs case
ARBS left best contact info and office hours

Created By Dakota McGregor (12/13/2018 10 23 AM)
Customer is seeking RHR

Created By Dakota McGregor (12/13/2018 10 22 AM)
*** [Added after the case is closed.] ***
ARBS notes per SRARBS SD and ARBS DM that Monroney label informed that

✓ "V N not found on Monroney archive history, Click OK to return"

whenever the monroney for this veh is pulled

ARBS received e-mail from DTS-KM with attached monroney label informing that veh does have FEB

✓ Created By Kelsey Christiansen (12/11/2018 7 19 AM)
RCAS-KC is closing case as no further assistance can be offered at this time.

****CASE SUMMARY****

C contacted Nissan CA requesting assistance with the VEH braking on the tracks causing an accident. I R denied and C was advised C does not have FEB.

RCAS-KC reviewed case with Service Adviser Jason Fachner.

STATEMENT OF DECISION

C is no longer looking for assistance

Created By Kelsey Christiansen (12/11/2018 7 18 AM)
RCAS-KC placed outbound call to C on number 516-203-3600 ex 3555

RCAS-KC ADVISED "This call may be recorded for quality and training purposes."

RCAS-KC advised of starting the RHR process.

C stated that C is not looking to start the review for that.

✓ C will just leave it at that for now.

RCAS-KC advised if C needs any further assistance to reach out to RCAS.

C understood.

C declined further questions.

Call ended mutually.

Created By Zoe Parker (12/10/2018 4 14 PM) Last Modified By Kelsey Christiansen (12/11/2018 7 06 AM)
✓ CASE SUMMARY
CRR-ZP informed C of the follow-up date and is exiting the case

Created By Zoe Parker (12/10/2018 4 13 PM) Last Modified By Kelsey Christiansen (12/11/2018 7 06 AM)
CRR-ZP VERIF ED Account Info including: C's name, home & email address & best contact#
CRR-ZP VERIF ED VEH Info including: VIN#, year and model
CRR-ZP CHECKED for open recalls/campaigns and found: 0
CRR-ZP CHECKED for previous UNRELATED Case(s) and found: 0
CRR-ZP CHECKED previous RELATED Case(s) and found: 1
CRR-ZP NOTED concern is: C stated that C missed the call from RCAS

C stated that C works all day
✓ C stated [redacted] extension [redacted]
C stated C starts at 7:15

CRR-ZP informed C that CRR-ZP would update the call back # for C
CRR-ZP provided C with Case # and agent ID #

C understood and appreciated the assistance

Best Contact # [redacted]
Call ended mutually

Created By Kelsey Christiansen (12/10/2018 7 27 AM)
RCAS-KC placed outbound call to number [redacted]

✓ RCAS-KC left a VXM for C.

RCAS-KC advised of RCAS-KC work hours and provided case number and contact information.

RCAS-KC advised of following up with C by end of business day Tuesday 12/11.

Created By Dakota McGregor (12/7/2018 4 23 PM)
✓ ****ARBS transferring case to RCAS for further handling****
ARBS notes to RCAS: please complete RHR process

✓ Created By Dakota McGregor (12/7/2018 4 22 PM)
* C would not cooperate during part of the phone call

ARBS placed outbound to C [redacted] at 3:08PM
ARBS verified C had to speak to ARBS
ARBS verified completed partial probe

C states that C bought the veh in July 2017
C states that passed over a long island railroad
C states C has had multiple problems with veh stopping on own
C states that several months ago C went over the tracks and brakes stopped C on the tracks
C states that C just missed a veh
C states that almost a month ago Cs sister was driving the vehicle and the vehicle was fine
C states that C was informed by DLR that to be travelling at a certain speed would stop C from having the concerns C has been having with the veh per DLR

C states in November C was driving the veh
C states that veh slammed on brakes automatically
C states that son was driving the veh behind C, C states that C son did not stop in time and hit C in the rear
C states was raining and at night
C states that no one was injured and no one had to go to the hospital
C states that spoke to service and service informed C of coils and concerns with other rogues with FEB and stopping on the tracks
C states C believes front sensor on the veh that is not related to brakes is causing brake concerns

ARBS explained to C that ARBS systems are showing that Cs veh does not have FEB
ARBS explained VIN specific
ARBS explained that there are no open campaigns or recalls for Cs veh at this time
C states C understands that C does not have FEB on the veh
ARBS referred C to insurance in reference to the damages
C states C refuses to pay the damages
ARBS informed that is Cs discretion, but that Nissan would not be in a position to provide any assistance with damages at this time
C informed that C would like the veh bought back or taken back from Nissan
ARBS informed C that would be an up to 10 business day review for this request
ARBS informed that is not guaranteed that Nissan would be in a position to repurchase Cs veh
C started to yell at ARBS and would not cooperate

C states that DLR has had Cs veh for 10 days without a resolution
C states C is in a not desirable Kia veh provided by DLR
C indicated that C wanted a resolution regarding case and would like veh bought back

ARBS informed C that C has not allowed Nissan the opportunity to review Cs case, ARBS inquired if C would be willing to cooperate with Nissan
C states yes
ARBS informed that case would be sent to the regional department for further handling
ARBS informed that would take one business day for transfer, which would be on Monday
ARBS informed that RCAS would ask C several questions regarding case to initiate review
ARBS informed that RCAS may be RCAS-KC
C states that C is very unhappy with RCAS-KC

C informed that RCAS does not ever return Cs calls
ARBS informed C that would document Cs concerns
ARBS thanked C for time
C thanked ARBS
Call ended mutually

Created By Dakota McGregor (12/7/2018 4 02 PM)
✓ ARBS notes ARBS reviewed case with SRARBS-SD

ARBS to refer C to insurance

Created By Dakota McGregor (12/7/2018 3 56 PM)
IIR- FEB- EST

✓ Created By Dakota McGregor (12/7/2018 3 41 PM)
ARBS notes per HOST, National Service History, SF and PIG veh is a 2017 SV premium package and does not have FEB -- only 2017 Rogue SL with premium package will have FEB

✓ Created By Dakota McGregor (12/7/2018 2 37 PM)
ARBS RECEIVED CASE, UNDER REVIEW, VER FY PROBE
****

Created By Samantha Dixon (12/7/2018 7 28 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.

Created By Samantha Dixon (12/6/2018 3 59 PM)
C contacted CA for concerns with FEB.

✓ Created By Kelsey Christiansen (12/6/2018 2 49 PM)
RCAS-KC submitted I R due to the concern causing an accident

Created By Kelsey Christiansen (12/6/2018 2 44 PM)
RCAS-KC placed outbound call to Baron Nissan.

RCAS-KC spoke with Service Advisor Jason Fachner.

SA stated VEH was in a collision due to the concerns.

SA stated visually the bumper is hanging off.

✓ SA stated that SA was told not to do the TSB yet.

SA stated that SA is in a rental since the 27th.

SA stated that there is also the question on the other VEH getting repaired.

RCAS-KC advised of looking into it further.

Call ended mutually.

✓ Created By Riley Nabert (12/6/2018 1 32 PM) Last Modified By Kelsey Christiansen (12/6/2018 2 39 PM)
CRR-RN VERIFIED Account Info including: C's name, home & email address, phone # & best contact #
CRR-RN CHECKED for open recalls/ campaigns and found: 0
CRR-RN CHECKED for previous UNRELATED Case(s) and found: 0
CRR-RN CHECKED for previous RELATED Case(s) and found: 0
CRR-RN NOTED concern is: Case Follow Up
CRR-RN received inbound call from C

C stated C was dealing with someone named Kelsey
C stated C is unable to get ahold of the agent
C stated C has a 2017 Nissan Rogue
C stated that it was stopped on a rail road track
C stated the DLR has had the VEH for 8 days
C stated that C was told by DLR that DLR does not have a say anymore and that corporate is involved

CRR-RN asked C if C had the TSB that C was told about by RCAS completed on the VEH

C stated C was not informed of the TSB
C stated that C asked about the campaign
C stated that Kelsey told the C that Nissan does not make the campaigns and that NHTSA does
C stated that C is the only person that drives the VEH as C husband is disabled
C stated that C was asked the location by the DLR
C stated that C provided the location at the DLR
C stated the DLR advised this was a common concern for this area to have this happen
C stated that the DLR advised someone from Japan came out and stated it was an electrical concern between the railroad and the VEH
C stated that this caused an accident between C and C son
C stated that the VEH randomly stopped causing C son to hit C
C stated the VEH has been at the DLR and DLR has not looked at the VEH in 9 days
C stated when C spoke to Kelsey C was not able to get an answer in why this is not a campaign

CRR-RN asked to place C on hold

C agreed

CRR-RN placed C on hold
CRR-RN spoke with TL-PP who stated to re-open case and have RCAS reach back out
CRR-RN went back on call
CRR-RN advised C that CRR-RN would be re-opening case to have Kelsey follow up with C

C asked why
C stated that Kelsey has not been following up with C at this point

CRR-RN advised C that it was due to the fact that the case has been closed as C was advised that C should be getting the TSB done

C stated the case should not have been closed
C stated it is ridicolous
C asked who is going to be repairing the VEH

CRR-RN advised C that due to the VEH being in an accident C would have to contact C insurance

C stated Nissan needs to fix C VEH involved
C stated C will not get C insurance involved
C stated that Nissan needs to fix the VEH
C stated that is not fair
C stated C wants VEH fixed or a new VEH
C stated the VEH is defective

CRR-RN advised that C would have to wait and speak with RCAS tomorrow
****

CRR-RN provided Case #

C understood and appreciated the assistance.

CRR-RN asked C if there was anything else CRR-RN could do to assist C with?

C denied

Call ended mutually

Created By Kelsey Christiansen (11/28/2018 1 41 PM)
RCAS-KC is closing case as no further assistance can be offered at this time.

****CASE SUMMARY****

C contacted Nissan CA requesting assistance with FEB concerns.

✓ VEH is at the DLRSHP.

STATEMENT OF DECISION

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

RCAS-KC is closing case pending C need further assistance following repair.

Created By Kelsey Christiansen (11/28/2018 1 40 PM)
RCAS-KC placed outbound call to C @ 516-474-4394.

RCAS-KC VER FIED C's name, home & email address, concern, phone#
RCAS-KC CHECKED and ADVISED of open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 0
RCAS-KC ADVISED "This call may be recorded for quality and training purposes."
****

C stated that C had concerns with the FEB on the VEH.

C stated that C VEH is at the DLRSHP and C rental smells like gas.

RCAS-KC apologized for the concerns C is having with the VEH.

RCAS-KC advised that there has been concerns with this VEH.

✓ RCAS-KC advised that there is a TSB that should be able to repair the VEH.

RCAS-KC advised that if for any reason C experiences the concerns following the repair to give RCAS a call back.

RCAS-KC also advised to contact the DLRSHP regarding trading out the rental.

C stated that C stated C is on the list.

RCAS-KC understood.

RCAS-KC advised of reaching back out if any further concerns happen.

C understood.

C declined further questions.

Call ended mutually.

Created By Kelsey Christiansen (11/28/2018 1 28 PM)
RCAS-KC placed outbound call to Baron Nissan.

✓ RCAS-KC was advised that the Service Manager is out this week and the Service Adviser was busy.

RCAS-KC advised of trying back later.

Created By Kelsey Christiansen (11/27/2018 3 48 PM)
RCAS-KC emailed Service Manager Frank Rodgers,

✓ RCAS-KC asked if the VEH had been diagnosed.

RCAS-KC also asked if DLR was able to follow the bulliten for the concern.

Created By Kelsey Christiansen (11/27/2018 3 44 PM)
✓ RCAS-KC received an email from C who provided cell and work numbers.

C also advised that C had an appointment today with the DLR @ 1:30.

✓ **Created By Kelsey Christiansen (11/27/2018 7 38 AM)**
RCAS-KC sent follow up email to C after 2 contact attempts.

Created By Kelsey Christiansen (11/27/2018 7 35 AM)
RCAS-KC placed outbound call to number (516) 474-4394.

✓ RCAS-KC left a VXM for C.

RCAS-KC advised of RCAS-KC work hours and provided case number and contact information.

RCAS-KC advised of following up with C by end of business day Wednesday 11/28.

Created By Kelsey Christiansen (11/26/2018 2 17 PM)
RCAS-KC placed outbound call to number (516) 474-4394.

✓ RCAS-KC left a VXM for C.

RCAS-KC advised of RCAS-KC work hours and provided case number and contact information.

RCAS-KC advised of following up with C by end of business day Tuesday 11/27.

Created By Cassy Leone (11/26/2018 11 09 AM)
Case Summary

C seeking assistance with getting out of veh due to feeling unsafe.

CRR-CL sending case to RCAS for further review.

✓ **Created By Cassy Leone (11/26/2018 11 08 AM) Last Modified By Kelsey Christiansen (11/26/2018 12 33 PM)**

CRR-CL VERIF ED Account Info including: C's name, home & email addresses, phone & best contact number.
CRR-CL VERIF ED VEH Info including: VIN & Current Mileage.
CRR-CL CHECKED for open recalls/campaigns and found: None
CRR-CL CHECKED for previous unrelated case(s) and found: None
CRR-CL CHECKED for previous related case(s) and found: None
CRR-CL NOTED concern is: Wanting out of the Veh - Recurring concern.

C stated C has been leasing the veh for a year.
C stated the veh was operating fine and no concerns until early this year.
C stated C was driving down a hill and when crossing the tracks, the veh stopped and locked.
C stated that was the first time it happened.
C stated C decided to stay away from the tracks.
C then tried to go over the tracks again about 6 months later and the same concern happened.
C stated the veh makes a grinding noise and cannot stop.
C stated on 11/24/18 C was driving, and C's son was driving behind C.
C stated the same concern happened.
C stated C's son was unable to brake in time and ended up hitting C's veh.
C stated now C's son's veh has damages.
C stated C is scared to drive the veh.
C stated this is the third time this has happened now.
C stated the concern happens almost every 6 months.

CRR-CL apologized for the concern.
CRR-CL asked if the veh has been to the dealership for the concern.

C stated C called the dealership once but was unable to get there.
C stated C is the only driver in C's home.
C stated C's son was heading back to college.
C stated C wants to know if NNA is able to get C out of the veh and into another one.
C stated if that cannot be done, C wants the veh fixed.
C stated C feels very unsafe and C's husband is disabled.
C stated if C's veh stopped on the tracks when a train was coming, C would be able to get out of the veh but not C's husband.
C asked if NNA would be assisting with the repairs needed for C's son's veh (Jeep).

CRR-CL stated CRR-CL was unsure.
CRR-CL stated C would need to discuss the concern with RCAS.
CRR-CL stated CRR-CL would document that for C.

C thanked CRR-CL.
C also stated C called Baron Nissan prior to calling CA.
C stated if C needs to bring the veh to the dealership, C can try to.
C stated C needs a veh to be able to get to work.

CRR-CL understood.
CRR-CL stated if C was able to have the veh diagnosed then that would be beneficial.

C understood.
C thanked CRR-CL.

CRR-CL offered additional assistance.

C declined.

CRR-CL provided case number, name and thanked C for calling.
Call ended mutually.

Case Categorizations

Case Categorizations He

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern
	CC[redacted]	Safety / Security	Active Safety/Security	Automatic Emergency Braking (AEB)	26	1/17/2019	KB	CF	[redacted]	OA

Open Activities

Open Activities He

No records to display

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	1/22/2019	Samantha Dixon	1/22/2019 3:19 PM
Edit | Del	check reimbursement	[redacted]	✓	1/21/2019	Samantha Dixon	1/21/2019 9:55 AM
Edit | Del	review with Samantha and Joe	[redacted]	✓	1/7/2019	Dakota McGregor	1/4/2019 3:41 PM
Edit | Del	DTS Request[redacted] NISSAN		✓	12/15/2018	Kevin MacKay	12/14/2018 10:42 AM
Edit | Del	I R	[redacted]	✓	12/10/2018	Dakota McGregor	12/7/2018 2:37 PM

Show more » | Go to list »

Emails

Send an Email

Emails He

Action	Status	Subject	Email Address	Message Date
Reply | To All | Del	Read	Re: Your inquiry to Nissan [ref:_00DA09j8L._5002I1f5Mmm:ref] *my cell number is[redacted] My work number is[redacted] extension[redacted]*	[redacted]	11/27/2018 7:42 AM
Reply | To All | Del	Sent	Your inquiry to Nissan [ref:_00DA09j8L._5002I1f5Mmm:ref] *11/27/2018 Case #[redacted] # 5N1AT2MV5HC[redacted] Dear[redacted] ,Thank y...*	[redacted]	11/27/2018 7:37 AM

Customer Support Tools

Customer Support Tools He

Action	Support Record	Type	Vehicle	Status	Goodwill Reason	Authorized By	Authorized By Title	Processed By	Processed Date
	[redacted]	DRT Resolution	5N1AT2MV5HC[redacted]						

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
	[redacted]	I R	Kelsey Christiansen 12/6/2018 2:48 PM	12/6/2018

Attachments

View All

Attachments He

Action	File Name	Size	Last Modified	Created By
View	[redacted] approval e-mail.msg	219KB	3/26/2019 5:14 PM	Dakota McGregor
View	Detailed Estimate From Baron Nissan.pdf	52KB	3/19/2019 4:44 PM	Dakota McGregor
View	Warranty Claim info.msg	299KB	2/22/2019 1 36 PM	Dakota McGregor
View	Sublet Repair Order [redacted].pdf	45KB	2/20/2019 5 06 PM	Dakota McGregor
View	[redacted]-Check.pdf	72KB	1/24/2019 9:42 AM	Brian Volk

Show more » | Go to list »

Case History

Case History He

Date	User	Action
1/24/2019 8:24 AM	Samantha Dixon	Changed **Status** from Open to **Closed**.
		Closed.
1/21/2019 9:58 AM	Samantha Dixon	Changed **Follow Up Date** from 1/21/2019 to **1/24/2019**.
1/21/2019 9:55 AM	Samantha Dixon	Changed **Case Owner** from Dakota McGregor to **Samantha Dixon**.
1/21/2019 9:44 AM	Samantha Dixon	Changed **Description**.

Show more » | Go to list »

Surveys

Surveys He

Action	Survey	Record Type	Survey Type	Survey Version	Customer	Dealer	Vehicle	Created Date
	[redacted]	Bellomy Survey				BARON NISSAN	5N1AT2MV5HC[redacted]	2/7/2019

^ Back To Top

Always show me more records per related list

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Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	5N1AT2MV5HC[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		Day Phone	[redacted]
Address	41 Cedar Avenue			Eve. Phone	[redacted]
City	Bethpage	State	NY	Zip Code	[redacted]
Country	United States				

Driver Name	[redacted]	DOB	[redacted]	Day Phone	[redacted]
Address	[redacted] Bethpage, NY [redacted] USA			Eve. Phone	[redacted]
City		State	NY	Zip Code	
Country					

Owner Name	[redacted]	DOB	[redacted]	Day Phone	[redacted]
Address	[redacted] Bethpage, NY [redacted] USA			Eve. Phone	[redacted]
City		State		Zip Code	
Country					

Who notified NNA of incident?	Claimant	CAR#	[redacted]
If represented, claimant's attorney name, address, phone:	N/A		

II. Vehicle

Model Year	2017	Model Name	ROGUE	Mfg. Date	05/22/2017	VIN	5N1AT2MV5HC[redacted]
Mileage	13747	License #				State	
Special equipment & accessories							

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

Number	Description	Status	Date
1	None Open	Closed	01/03/2019

III. Description of Incident & Claim

Source of Information		Incident Date	11/24/2018	Time	02:48:00 PM
Location of Incident (describe fully)	railroad tracks/station merritts road going onto route 24 before turnville pike				
Weather Conditions (Rain/Snow/Dry/Etc.)	Dry, Calm				

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	5N1AT2MV5HC[redacted]

Vision obstruction (describe)	None Given		
Temperature at time of incident	44°F	Parking location prior to time of incident	Not Given
Overnight temperature prior to incident	32°F	Length of time parked	

Ice/Snow accumulation on vehicle? ☐ Yes ☑ No

Amount of Ice/Snow	N/A	Ice location on Vehicle (upper surface, underbody, etc.)	N/A

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

Sequence of Events (according to claimant)

C states that C bought the veh in July 2017
C states that passed over a long island railroad
C states that C has had 3 incidents at the same location with the veh
railroad tracks/station merritts road going onto route 24 before turnville pike
C states C has had multiple problems with veh stopping on own
C states that several months ago C went over the tracks and brakes stopped C on the tracks
C states that C just missed a veh
C states that almost a month ago Cs sister was driving the vehicle and the vehicle was fine
C states that C was informed by DLR that to be travelling at a certain speed would stop C from having the concerns C has been having with the veh per DLR

Regarding incident:
C states in November C was driving the veh
C states that veh slammed on brakes automatically while on the train tracks
C states that son was driving the veh behind C, C states that Cs son did not stop in time and hit C in the rear
C states was raining and at night
C states that no one was injured and no one had to go to the hospital
C states that spoke to service and service informed C of coils and concerns with other rogues with FEB and stopping on the tracks
C states C believes front sensor on the veh that is not related to brakes is causing brake concerns

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

Driver Action (braking, steering, etc.)	Coasting
Special Circumstances	Vehicle was crossing rail road tracks
Actions taken after incident and results of those actions	Vehicle Brought to dealership

Vehicle Estimated Speed	Not given	Source	Claimant	Posted Speed Limit	15 MPH
Other Vehicle Estimated Speed	Not given	Source	Claimant	Posted Speed Limit	15 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.

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	5N1AT2MV5HC[redacted]

#	Allegation	Allegation Made By
1	Claimant states that while traveling over a set of train tracks, undesired Forward Emergency Braking (FEB) activated causing her son who was following her in a separate vehicle to rear end the Claimant.	Claimant.

IV. Occupants & Injuries

Source of Information

Legend for Section IV. Seating Position:



Occupant Name [redacted] DOB Height 5 3

Address [redacted] Bethpage, NY [redacted] USA Weight 135

Seating Position Driver

Seat Belts Worn Airbag Status

Nature & Extent of Injuries

Occupant Name Cs husband DOB Height 5 7

Address Weight 140

Seating Position Right Front

Seat Belts Worn Airbag Status

Nature & Extent of Injuries

Occupant Name NA DOB Height

Address Weight

Seating Position Left Rear

Seat Belts Worn Airbag Status

Nature & Extent of Injuries

Occupant Name NA DOB Height

Address Weight

Seating Position Center Rear

Seat Belts Worn Airbag Status

Nature & Extent of Injuries

Occupant Name: NA | DOB | Height
Address | Weight
Seating Position: Right Rear
Seat Belts Worn | Airbag Status
Nature & Extent of Injuries

Occupant Name | DOB | Height
Address | Weight
Seating Position: NA
Seat Belts Worn | Airbag Status
Nature & Extent of Injuries

Additional Passenger Info

V. Other Property Damage

Source of Information
Other Vehicle model year, make, model name: 2004 Grand Jeep Cherokee
Name, address, phone of other party involved
Nature & Extent of other vehicle damage
Nature & Extent of other property (other than motor vehicle) damage & Name of owner:

VI. Investigation Results

Date of vehicle inspection: 12/17/2018
Location of inspection: Baron Nissan
Nature & Extent of damages to vehicle & estimated cost of repairs (Attach estimate if available):

Have you located any prior repair orders? If yes, submit with IIR. ☐ Yes ☑ No

Photos taken by: Kevin D. Mackay | # Photos: 80

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: Vehicle exhibits impact trauma to the front and rear bumper fascias. Please see photos 6 - 43

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	5N1AT2MV5HC[redacted]

Engine/ Transmission/ Drivetrain	No abnormalities found. Please see photos 62 - 68
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormalities found. Please see photos 72 - 79
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormalities found. Please see photos 44 - 61
Seat Belts/ Child Restraints (if applicable)	No abnormalities found. Please see photos 44 - 61
Air Bags	No abnormalities found. Please see photos 44 - 61

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

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

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

#	Allegation	Factual Findings
1	Claimant states that while traveling over a set of train tracks, undesired Forward Emergency Braking (FEB) activated causing her son who was following her in a separate vehicle to rear end the Claimant.	Upon inspection, found that the vehicle exhibits rear end collision trauma to the vehicle. Found that the rear bumper fascia fitment is not correct at the RR of quarter panel. Performed inspection of the front laser radar CU and found the sensor securely connected and the electrical connector securely connected to the unit. Found no trauma to the laser CU. performed CDR inspection and found no CDR event data recorded. Performed C3+ diagnostic and found codes for C1A17-49 Control Unit error, and C1A16 Radr Stain. Found Laser Radar CU P/N at 28438-5FA1A, and the ICC ADAS CU P/N at 284E7-6FL7B indicating that both of these control units have not been updated to the countermeasure software versions as per TSB NTB18-041. Inspected FEB Operation Mileage Log and found the last recorded FEB Event recorded at 13640 miles. DTS drove vehicle 10 miles and was unable to verify any abnormal FEB operation at the time of the test drive.

Have alleged defective parts been removed from vehicle? ☐ Yes ☑ No

Reporter's Signature Kevin MacKay

Reporter's Name & Region Kevin MacKay, Central

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	5N1AT2MV5HC[redacted]

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

System	System Status at Inspection			
FORWARD				
Forward Collision Warning (FCW)	☑ ON	☐ OFF	☐ Not Equipped	☐ Could not determine
Automatic Emergency Braking (AEB)	☑ ON	☐ OFF	☐ Not Equipped	☐ Could not determine
Predictive Forward Collision Warning (PFCW)	☐ ON	☐ OFF	☑ Not Equipped	☐ Could not determine
Intelligent Brake Assist (IBA)	☐ ON	☐ OFF	☑ Not Equipped	☐ Could not determine
Intelligent Cruise Control (ICC)	☐ ON	☐ OFF	☑ Not Equipped	☐ Could not determine
Distance Control Assist (DCA)	☐ ON	☐ OFF	☑ Not Equipped	☐ Could not determine
LANE				
Lane Departure Warning (LDW)	☐ ON	☐ OFF	☑ Not Equipped	☐ Could not determine
Lane Departure Prevention (LDP)	☐ ON	☐ OFF	☑ Not Equipped	☐ Could not determine
Active Lane Control (ALC)	☐ ON	☐ OFF	☑ Not Equipped	☐ Could not determine
BLIND SPOT				
Blind Spot Warning (BSW)	☑ ON	☐ OFF	☐ Not Equipped	☐ Could not determine
Blind Spot Intervention (BSI)	☐ ON	☐ OFF	☑ Not Equipped	☐ Could not determine
Back-up Collision Intervention (BCI)	☐ ON	☐ OFF	☑ Not Equipped	☐ Could not determine
Rear Cross Traffic Alert (RCTA)	☑ ON	☐ OFF	☐ Not Equipped	☐ Could not determine
ADDITIONAL				
Rear Automatic Braking (RAB)	☐ ON	☐ OFF	☑ Not Equipped	☐ Could not determine
Park Assist Technologies	☐ ON	☐ OFF	☑ Not Equipped	☐ Could not determine
ProPILOT ASSIST	☐ ON	☐ OFF	☑ Not Equipped	☐ Could not determine

Other (describe)	N/A
Comments	N/A

II. Diagnostic Download and EDR Data

Instructions:

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

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	5N1AT2MV5HC[redacted]

	Yes	No	Comments
Full diagnostic download included in report?	☑	☐	Please See Attached C3+ Data
EDR download included in report?	☑	☐	Please see CDR data. No events recorded.

III. Sensor and ECM Visual Inspection

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

Yes	No		Comments
☐	☑	Obstructions to camera? (ie. dirt, stickers, etc.)	Not Equipped.
☐	☑	Physical damage to camera? (ie. cracks)	Not Equipped.
☐	☑	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	No obstructions to radar sensor. see photos 32-34, 69 - 71.
☐	☑	Physical damage to radar sensor units? (ie. cracks)	No Trauma to sensor. See photos 69 - 71.
☑	☐	Electrical connection to radar module firmly seated?	Connector fully seated. See photos 69 - 71
☐	☑	Electrical connection to camera module firmly seated?	Not Equipped.

End of Form