INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS

[redacted]

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

CDR File Information

User Entered VIN	JN1BJ1CR0HW[redacted]
User	Thomas Laurie
Case Number	[redacted]
EDR Data Imaging Date	03/21/2019
Crash Date	03/07/2019
Filename	JN1BJ1CR0HW[redacted]_CDR DATA.CDRX
Saved on	Thursday, March 21 2019 at 12:54:51
Imaged with CDR version	Crash Data Retrieval Tool 18.0
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 18.0
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r007

DTCs at Time of Retrieval

DTC	Status	Description
B00A0	Past	OCCUPANT DETECTION SENSOR [POWER FAIL]
B142A	Past	IGN VOLTAGE [LOW]
B00A0	Past	OCCUPANT DETECTION SENSOR UNIT [UNDEFINED]

Hexadecimal Data

DID	Data
2001	00 02 1C 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 FF FF CC 0A 00 00 00 00
2002	80 A0 00 02 02 01 18 00 00 0D 00 00 94 2A 16 01 8F 01 18 00 00 0D 00 00 80 A0 8F 00 00 01 08 00 00 0D 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
2003	00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
2004	00 00 00 02 1C 00 00 FF FF CC 0A 00 00 00 00
2006	00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
2019	00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01 00 00 00 01
201A	7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
201B	7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF

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

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

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

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

F1A0  20


      59 02 09


      59 02 09 80 A0 00 08 94 2A 16 08 80 A0 8F 08


      59 0F 08
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Disclaimer of Liability

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

2017 NISSAN
ROGUE SPORT SL AWD

[redacted]
Scan QR code for general model information & options

Standard Equipment Included at No Extra Charge

MECHANICAL & PERFORMANCE
2.0L DOHC 16-Valve 4-Cylinder Engine
141 Horsepower and 147 lb-ft of Torque
Eco Mode
Front Independent Suspension
Rear Multilink Suspension
19" aluminum alloy wheels
225/45R19 all-season tires
Temporary spare tire
Hill Start Assist

SAFETY & SECURITY
Driver & Front Passenger, Side-Impact, Curtain Air Bags
Lower Anchors and Tethers for CHildren (LATCH)
4-wheel power-assisted disc brakes with ABS
Vehicle Dynamic Control (VDC)
Electronic Brake force Distribution (EBD)
Brake Assist (BA)
Vehicle Security System
Tire Pressure Monitoring System (TPMS) with Easy-Fill Tire Alert

COMFORT & CONVENIENCE
6-Way Power Driver Seat w/ Power Lumbar Support
60/40 split fold-down rear seat
Leather-appointed seats
Quick Comfort® heated front seats
Dual-Zone Automatic Temperature Control
2nd Row Seat A/C Vents
Heated leather-wrapped steering wheel
Cruise Control with steering-wheel-mounted-controls
Tilt and telescope steering column
Power Door Locks w/ Auto-Locking Feature
Power Windows w/Driver Auto-up/down
Around View® Monitor w/ Moving Object Detection
NissanConnect with Navigation, Mobile Apps and Services****
Nissan Navigation System w/ voice guidance
7" color touch-screen display
Nissan Voice Recognition for navigation and audio
SiriusXM Satellite Radio**
SiriusXM Traffic & Travel Link**
AM/FM/CD/Aux audio system with 6 speakers

COMFORT & CONVENIENCE CONT.
12-volt DC power outlet
Divide-N-Hide® Cargo System
Cargo cover
Nissan Intelligent Key® with Push Button Ignition
Remote Engine Start System

EXTERIOR
LED Daytime Running Lights
Auto Off Halogen Headlights w/ LED signature
Automatic On/Off Headlights
Heated Outside Mirrors w/LED Turn Signals
Roof Rails

**SiriusXM Satellite Radio includes activation & 3 months of service only; subscription sold seperately. SiriusXM Traffic & Travel Link includes activation & service for a trial period; subscription required thereafter. SiriusXM services are not available in AK, HI and some markets.
***Optional Equipment Replaces Standard Where Applicable
****Only use when safe to do so. Availability is dependent on vehicle model, trim level, packaging, and/or options. See NissanUSA.com/Connect for complete product and service availability details, Subscriber Agreement and limitations. GPS mapping may not be detailed in all areas or reflect current road status.

Manufacturer's Suggested Retail Base Price:	$27,420.00
Options Included by Manufacturer	
SL Premium Package* **	2,280.00
Power Sliding Moonroof	
LED low & high beam projector headlights with LED accents	
Forward Emergency Braking (FEB)	
Blind Spot Warning (BSW)	
Rear Cross Traffic Alert (RCTA)	
High Beam Assist (HBA)	
Platinum Package* **	570.00
Intelligent Cruise Control (ICC)	
Lane Departure Warning (LDW)	
Lane Departure Prevention (LDP)	
Forward Emergency Braking (FEB) with pedestrian detection (replaces Premium Package FEB)	
Splash Guards	160.00
Chrome Rear Bumper Protector	155.00
Premium Paint	395.00
Carpeted Floor Mats	135.00
Rear Cargo Protector	90.00
DESTINATION CHARGES	835.00
Total*	**$32,040.00**

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

EPA DOT Fuel Economy and Environment

Gasoline Vehicle

Fuel Economy
27 MPG
combined city/hwy
24 city
30 highway
3.7 gallons per 100 miles

SMALL STATION WAGONS range from 20 to 119 MPG. The best vehicle rates 136 MPGe.

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

Annual fuel cost $1,350

Fuel Economy & Greenhouse Gas Rating (tailpipe only) 6
Smog Rating (tailpipe only) 7

This vehicle emits 329 grams CO_2 per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also create emissions; learn more at fueleconomy.gov.

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

fueleconomy.gov
Calculate personalized estimates and compare vehicles

Smartphone QR Code™ [redacted]

GOVERNMENT 5-STAR SAFETY RATINGS

Overall Vehicle Score **Not Rated**
Based on the combined ratings of frontal, side and rollover.
Should ONLY be compared to other vehicles of similar size and weight.

Frontal Crash	Driver	**Not Rated**
	Passenger	**Not Rated**

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

Side Crash	Front seat	**Not Rated**
	Rear seat	**Not Rated**

Based on the risk of injury in a side impact.

Rollover **Not Rated**
Based on the risk of rollover in a single-vehicle crash.

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

This Vehicle qualifies for Nissan's

Security+Plus Extended Protection Plan

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

DELIVERY

VEHICLE COLORS:
EXT: PEARL WHITE
INT: LIGHT GREY

FINAL ASSEMBLY POINT:
LOS ANGELES

TRANSPORT METHOD:
TRUCK

DEALER:
DEERY BROTHERS NISSAN
200 SOUTH GEAR
WEST BURLINGTON IA
52655

VIN: JN1BJ1CR0HW[redacted]
EMS: 50 STATE EMISSIONS
MDL: 27617-104375 QAB-K
OPT: R-U02K02B92B93C03E10 L92M93Z66

[redacted]

SYSTEM	PART NUMBER	DTC	Detailed Information	TIME
ENGINE	23710-6MB3A	P161D	IMMOBILIZER	
ABS	47660-6MD6A	U1002	SYSTEM COMM (CAN)	PAST
AIR BAG	98820-6MA0A	B00A0-00	OCCUPANT SENS UNIT [ABNORMAL VOLTAGE]	PAST
AIR BAG	98820-6MA0A	B00A0-8F	OCCUPANT SENS UNIT [UNDEFINED]	PAST
AIR BAG	98820-6MA0A	B142A-16	IGNITION VOLTAGE [LOW]	PAST
IPDM E/R	284B7-5NA0B	B20BD	BATTERY CURRENT SENSOR [CMPNENT INTERNAL MLFNCTN]	PAST
AIR PRESSURE MONITOR	284B24BAA0	C1704-00	LOW PRESSURE FL	PAST
AIR PRESSURE MONITOR	284B24BAA0	C1705-00	LOW PRESSURE FR	PAST
AIR PRESSURE MONITOR	284B24BAA0	C1706-00	LOW PRESSURE RR	PAST
AIR PRESSURE MONITOR	284B24BAA0	C1707-00	LOW PRESSURE RL	PAST
AIR PRESSURE MONITOR	284B24BAA0	C1709-00	[NO DATA] FR SEE SERVICE MANUAL	PAST
LASER/RADAR	284385FA1A	C1A16-97	RADAR STAIN [CMP/SYS OPR OBST OR BLKD]	PAST
LASER/RADAR	284385FA1A	C1A17-49	CONTROL UNIT [INTERNAL ELECTRONIC ERROR]	PAST
METER/M&A	24810-6MA1A	No DTC		
BCM	284B24BA6A	No DTC		
ICC/ADAS	284E7-6MA0B	No DTC		
TRANSMISSION	31036-6MA0A	No DTC		
EPS/DAST 3	28504-6MA1A	No DTC		
ALL MODE AWD/4WD	41650-6MA1A	No DTC		
LANE CAMERA	284G36MA0A	No DTC		
CAN GATEWAY	284D24BA0A	No DTC		
Side radar (Rear left)	284K1-6MA0A	No DTC		
Side radar (Rear right)	284K0-6MA0A	No DTC		
TELEMATICS	28275-5AA2C	No DTC		

SYSTEM	PART NUMBER	DTC	Detailed Information	TIME
AVM	284A1-6MA0B	No DTC		
CHASSIS CONTROL	476A06MA0A	No DTC		
ICC/ADAS 2	284P16MA0B	No DTC		
3ch CAN GATEWAY	284T26FL0B	No DTC		

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	JN1BJ1CR0HW[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] harpe, IL [redacted]	USA		Eve. Phone	N/A
City	La Harpe	State	IL	Zip Code	[redacted]
Country	United States				

Driver Name	[redacted]	DOB	[redacted]	Day Phone	[redacted]
Address	[redacted] harpe, IL [redacted]	USA		Eve. Phone	N/A
City	La Harpe	State	IL	Zip Code	[redacted]
Country	United States				

Owner Name	[redacted]	DOB	[redacted]	Day Phone	[redacted]
Address	[redacted] harpe, IL [redacted]	USA		Eve. Phone	N/A
City	La Harpe	State	IL	Zip Code	[redacted]
Country	United States				

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

II. Vehicle

Model Year	2017	Model Name	ROGUE SPORT	Mfg. Date	05/23/2017	VIN	JN1BJ1CR0HW[redacted]
Mileage	33470	License #	[redacted]			State	IL
Special equipment & accessories							

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

Number	Description	Status	Date
1	No open or closed campaigns		

III. Description of Incident & Claim

Source of Information	SalesForce Case [redacted]	Incident Date	03/07/2019	Time	10:00:00 AM
Location of Incident (describe fully)	[redacted] Macomb, IL [redacted] There is a set of track on N White St.				
Weather Conditions (Rain/Snow/Dry/Etc.)	Part Cloudy				

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	JN1BJ1CR0HW[redacted]

Vision obstruction (describe)	N/A		
Temperature at time of incident	25 F	Parking location prior to time of incident	N/A
Overnight temperature prior to incident	21 F	Length of time parked	N/A
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)	Verified Name Address Phone# VIN Mileage Responsible Dealer Checked for open Recalls/Campaigns: None Customer stated she was driving on a clear day when customer brakes has failed. Customer stated she was driving over a set of rail road tracks and as soon as she crossed them customer brakes locked up and customer drove into the curb. Customer stated she damaged the front passenger side rim along with knocking the vehicle out of alignment. Customer stated she brought the vehicle to the dealer and was informed the FEB malfunction and caused the incident. Customer state the parts that are needed are covered under warranty but the rim and alignment would be customer pay. Customer is asking for NNA to cover the repairs on customer vehicle due to the malfunction was no fault of the customer. Arbs-DK informed customer that Arbs would setup an inspection. Arbs-DK stated once arbs has the date Arbs will let the 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.
Relation to Roadway (on-road, off-road, left side, right side)	Driving over Railroad Tracks
Number of times incident occurred	1
Driver Action (braking, steering, etc.)	Driving
Special Circumstances	N/A
Actions taken after incident and results of those actions	Hit a Curb

Vehicle Estimated Speed	N/A	Source	Form F66800	Posted Speed Limit	N/A
Other Vehicle Estimated Speed	N/A	Source	N/A	Posted Speed Limit	N/A

Witness Present? ☐ Yes ☑ No

Police/EMS/Fire Report Taken? ☐ Yes ☑ No ☐ Unknown

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

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	JN1BJ1CR0HW[redacted]

#	Allegation	Allegation Made By
1	C stated that the breaks failed C stated that C went over rail road tracks and as soon as C crossed the breaks locked up and then C went over the curb and the VEH hit the curb which caused the damage to the front passenger rim and the alignment	[redacted]

IV. Occupants & Injuries

Source of Information: SalesForce Case [redacted]

Legend for Section IV. Seating Position:



Occupant Name	[redacted]	DOB		Height	N/A
Address	[redacted] harpe, IL [redacted] USA			Weight	N/A
Seating Position	Driver				
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	N/A				

Occupant Name	Dawn Hardisty	DOB		Height	N/A
Address	[redacted] harpe, IL [redacted] USA			Weight	N/A
Seating Position	Right Front				
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	N/A				

Occupant Name	N/A	DOB		Height	N/A
Address	N/A			Weight	N/A
Seating Position	Left Rear				
Seat Belts Worn		Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	N/A				

Occupant Name	N/A	DOB		Height	N/A
Address	N/A			Weight	N/A
Seating Position	Center Rear				
Seat Belts Worn		Airbag Status			

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	JN1BJ1CR0HW[redacted]

Nature & Extent of Injuries: N/A

Occupant Name: N/A | DOB: | Height: N/A

Address: N/A | Weight: N/A

Seating Position: Right Rear

Seat Belts Worn: | Airbag Status: Airbag not deployed

Nature & Extent of Injuries: N/A

Occupant Name: N/A | DOB: | Height: N/A

Address: N/A | Weight: N/A

Seating Position: N/A

Seat Belts Worn: | Airbag Status:

Nature & Extent of Injuries: N/A

Additional Passenger Info: N/A

V. Other Property Damage

Source of Information: N/A

Other Vehicle model year, make, model name: N/A

Name, address, phone of other party involved: N/A

Nature & Extent of other vehicle damage: N/A

Nature & Extent of other property (other than motor vehicle) damage & Name of owner:

N/A

VI. Investigation Results

Date of vehicle inspection: 03/21/2019

Location of inspection: Galesburg Nissan

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

Trauma to both right side wheels and tires $1984.46

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

Photos taken by: Thomas Laurie | # Photos: 236

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.

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	JN1BJ1CR0HW[redacted]

Exterior/Body	Tint on windshield (Photo 119), front (Photo 120-124) and rear window (Photo 122) Rock chips on hood (Photo 115-117)
Engine/ Transmission/ Drivetrain	Intake duct was not fully installed (Photo 62-64)
Underbody/ Suspension/ Steering/ Wheels & Tires	Both right side wheels have some surface trauma. Photos 192-193 (RF) and 194-196 (RR). Right front tire has a bubble in the sidewall Photos 185-186 Right rear tire has a tear in the sidewall. Photos 194-196 and 176-178 $1984.46
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No related damage noted
Seat Belts/ Child Restraints (if applicable)	RR seat belt not in the correct position, was found behind the seat back LR seat was twisted. Photos 51-54
Air Bags	None deployed -SRS Lamp Illuminated during bulb check and turned off

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

Did not road test to incident location due to over 50 mi away and was able to document software update was needed.
Road tested 6 miles to attempt to duplicate. Drove south on N. Henderson Street in Galesburg, IL from the dealership 3 miles down and 3 miles back over railroad tracks. During test drive was unable to duplicate the concern.

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

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

#	Allegation	Factual Findings
1	C stated that the breaks failed C stated that C went over rail road tracks and as soon as C crossed the breaks locked up and then C went over the curb and the VEH hit the curb which caused the damage to the front passenger rim and the alignment	Found that the software needs to be updated per NTB18-041b Found trauma to the RF tire and wheel and RR tire and wheel Road tested the vehicle and inspected the brakes. Found no issues with brake pedal travel and brake pads/rotors were within specification

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

Reporter's Signature SU1126086

Reporter's Name & Region SU1126086

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	JN1BJ1CR0HW[redacted]

IIR Supplement: Brake Checklist

I. Pedal Behavior (check/ fill-in appropriate boxes per claimant's statement)

- ☐ Pedal went to floor and stayed there
- ☐ Pedal felt solid, would not move
- ☐ Pedal returned after pumping
- ☐ Pedal felt spongy
- ☑ Other (describe): Brakes applied without driver input

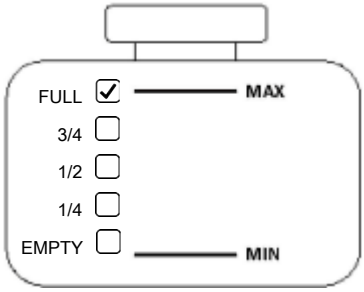
II. Vehicle Inspection (Include photographs in report)

Yes	No		Comments
☑	☐	ABS equipped, if yes, turn ignition ON:	Photo 90
☐	☑	- ABS warning lamp illuminates for approximately 1 second and turns off (normal)	Photo 90
☑	☐	VDC equipped, if yes, turn ignition ON:	Photo 90
☑	☐	- VDC OFF lamp illuminates for approximately 1 second and turns off (normal)	Photo 93
☑	☐	- VDC OFF lamp turns on and off as VDC switch is cycled	Photos 93-95
☑	☐	TCS equipped, if yes, turn ignition ON:	part of VDC
☐	☑	- TCS OFF lamp illuminates for approximately 1 second and turns off (normal)	Part of VDC
☐	☑	- TCS OFF lamp turns on and off as TCS switch is cycled	Part of VDC
☑	☐	Brake controller Consult diagnostic printout included (perform diagnostic if vehicle is equipped)	Past ABS DTC U1000
☑	☐	PKB adjustment within specifications	7 click under normal pressure
☑	☐	Fluid quality OK	Photo 77
☐	☑	Foreign material present in filter screen	Photos 74-76
☑	☐	Visual inspection of brake circuit:	Photos 73-82, 84-87, 129-157, 197, 200-202, 205-206, 211-212, 215-216,
☐	☑	- Reservoir and Master cylinder leaks visible	Photos 80-82
☐	☑	- ABS/TCS/VDC actuator leaks visible (if applicable)	Photos 84-87
☐	☑	- Brake line leaks visible in engine compartment	Photos 84-87
☐	☑	- Brake line leaks visible on underbody	Photos 143-148
☐	☑	- Flexible connector line leaks visible by wheel brakes	Photos 197, 202, 206, 212

☐	☑	- Pistons and piston seal leaks visible (disc brakes)	Did not remove brake caliper
☐	☐	- Wheel cylinder leaks visible (drum brakes)	N/A

Master Cylinder Fluid Level

Click on the approximate fluid level

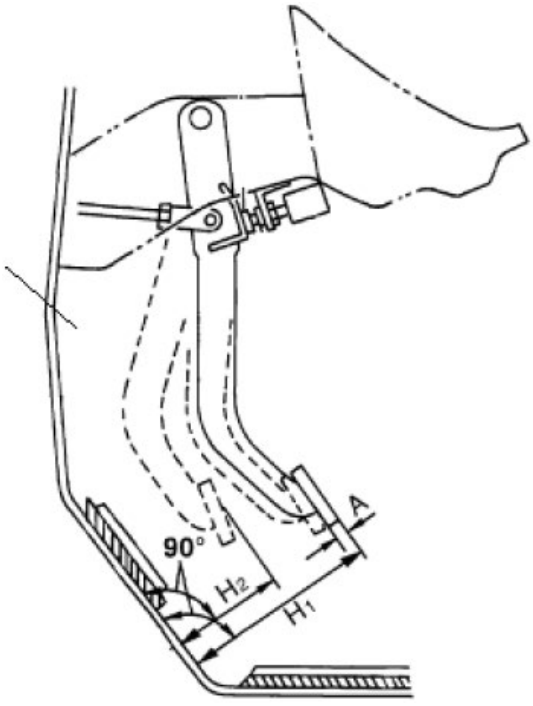


Comments

Photo 73

III. Pedal Adjustment (Refer to Service Manual):

	Measured Data	Comments
Free height (H1)	171 mm	Photo 97
Free play (A)	0 mm	No free play found
Depressed Height (pedal to floor - H2)	87 mm	Engine running with average hand pressure
Note: When equipped with adjustable pedal, the pedal must be in the forward most (closest to the floor) position for pedal height measurement.		



IV. Booster Check (complete if engine can be started)

☐ Unable to Check (explain in comments)

Instructions: Operation Check

1. Depress brake pedal several times with engine off.
2. Depress brake pedal and hold.
3. Start engine.

Pedal goes down slightly: ☑ Yes ☐ No

Comments: N/A

Instructions: Airtight Check

1. Start engine, let run 2-3 minutes, turn off.
2. Depress brake pedal several times.

Pedal goes down 1st time then raises 2nd and 3rd : ☑ Yes ☐ No

Comments: N/A

3. Restart engine.
4. Depress brake pedal and hold.
5. Stop engine.

Pedal height does not change after 30 seconds: ☑ Yes ☐ No

Comments: N/A

Is vacuum supply hose connected properly? ☑ Yes ☐ No

Comments: Photos 106-114

V. Measurements

Instructions for brake pads/ shoes:

1. Measure friction material thickness only.
2. Report approximate minimum thickness and location measured.
3. Report uneven wear, cracking, and other conditions/ observations in Comments.
4. For rear brakes, fill out either disk or drum section as appropriate for vehicle.
5. Include photographs in report.

		Outboard Pad	Inboard Pad	Comments
Front Pad Thickness	LF	8	8	Photos 203-205; 198-201
	RF	8	8	
Front Rotor Thickness	LF	26		measured in Inches in pictures (photos 217; 220)
	RF	26		

		Outboard Pad	Inboard Pad	Comments
Rear Pad Thickness	LR	5	5	Photos 207-211; 213-216
	RR	5	5	
Rear Rotor Thickness	LR	16		measured in inches in pictures (photos 218; 219)
	RR	16		

		Leading Shoe	Trailing Shoe	Comments
Rear Shoe Thickness	LR			N/A
	RR			
Drum Inner Diameter	LR			N/A
	RR			

VI. Tire Inspection (Include photographs in report)

Location	Make	Model	Size	DOT #	Tread Depth	PSI
LF	Bridgestone	ECOPIA	225/45R19	H4E8CKK1717	4 MM	37.3
Condition/Comments:	Photos 161-168					
RF	Bridgestone	ECOPIA	225/45R19	H4E8CKK1717	5 MM	38.5
Condition/Comments:	R/F bubble in side wall (photo 185-186). Approx.. 20 cm scrape on wheel (Photo 192-193) Photos 182-191					
RR	Bridgestone	ECOPIA	225/45R19	H4E8CKK1717	5 MM	37.0
Condition/Comments:	Trauma in sidewall near DOT number (photo 176-178) Wheel damage (Photo 194-196) Photos 175-181					
LR	Bridgestone	ECOPIA	225/45R19	H4E8CKK1717	5 MM	36.4 PSI
Condition/Comments:	Photos 169-174					

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	JN1BJ1CR0HW[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	Photos 223 and 224

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	JN1BJ1CR0HW[redacted]

	Yes	No	Comments
Full diagnostic download included in report?	☑	☐	N/A
EDR download included in report?	☑	☐	N/A

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.)	Photo 119
☐	☑	Physical damage to camera? (ie. cracks)	Photo 119
☐	☑	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Photos 232-235
☐	☑	Physical damage to radar sensor units? (ie. cracks)	Photos 232-235
☑	☐	Electrical connection to radar module firmly seated?	Photos 234 and 235
☑	☐	Electrical connection to camera module firmly seated?	Photo 228

End of Form

[redacted]

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| Show Fewer Updates

There are no updates.

Case Comments [11] | Case Categorizations [1] | Open Activities [0] | Activity History [2] | Emails [0] | Customer Support Tools [0] | Forms [1] | Attachments [4] | Case History [5+] | Surveys [1]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	☐	Case Owner	DeHenry Kidd
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	3/29/2019	Date/Time Opened	3/8/2019 1:51 PM
Supporting Documents	☐	Date/Time Closed	3/29/2019 2:26 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		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- BRAKES- CST		

Customer Detail

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

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	33,138		

Incident Codes - IIR REQUIRED

Incident Date	3/7/2019	Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☐	Injury Letter	☐
Airbag	☐	Number Injured	0
Fire	☐		
IIR Indicator	1		

Vehicle Information

Vehicle	JN1BJ1CR0HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE SPORT	Beyond PT Warranty Miles1	0

Model Code	27617	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	GALESBURG NISSAN CORP	Data Net	☐
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	04	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR	F66800	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: VIN: JN1BJ1CR0HW[redacted]		
Created By	Martequa Osbourne, 3/8/2019 1:51 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 4/12/2019 9:05 PM	Root Cause Code (2)	
Days Closed	46	Action Code	8F
Case Record Type	CA Closed Case	What action was taken?	8F Provided Vehicle Information
		Document ID	[redacted]

Agent Comments

Agent Comments	
Agent Next Step	

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Public	Comment
☐	**Created By: DeHenry Kidd (4/1/2019 3:08 PM)** *** [Added after the case is closed.] *** Updated Fedex: [redacted]
☐	**Created By: DeHenry Kidd (3/29/2019 2:22 PM)** ***Closing case Notes*** Customer Name [redacted] Phone#: [redacted] Decision: A Nissan Technical Specialist conducted a detailed inspection of the vehicle and found no evidence of a product problem, failure, or malfunction that may have caused or contributed to incident. Based on our inspection of the vehicle and the available information, Nissan North America, Inc. finds no basis on which to offer financial assistance in this matter at this time. Customer was sent a letter in regards to their case Fedex# [redacted] Arbs is closing case

Created By: DeHenry Kidd (3/22/2019 7:47 AM)
Arbs-DK received an email from DTS stating that the inspection is completed and uploaded to SF. Arbs is now waiting on a decision from PL.

Created By: DeHenry Kidd (3/21/2019 12:07 PM)
DISREGARD COMMENTS BELOW

Created By: DeHenry Kidd (3/21/2019 12:06 PM)
Verified Name Address Phone# VIN Mileage Responsible Dealer

Checked for open Recalls/Campaigns: None

• C states that C was driving on I-37 road/HWY travelling approximately 55 mph.
• How many lanes was the road and in each direction? 6
• Is the road divided by a concrete barrier, grass median or turning lane: Concrete barrier
• Which lane where you traveling in? Middle
• Where there any vehicles to your left or right? No
• How far were you from the vehicle in front of you? no
• Was the road grade level on an incline or decline? flat
• Is the road condition newly paved, moderate or poor in condition? moderate
• Did the incident occur in a construction zone? No
• Where you accelerating, coasting, braking or cruising (maintaining speed)? coasting
• What is the posted speed limit in the area where the incident happened? 55
• Was traffic level moderate, heavy, or light? Light
• Just before the incident occurred was the orientation of the steering wheel and the vehicle in a straight line? Yes

Arbs-DK informed customer that Arbs would setup an inspection. Arbs-DK stated once arbs has the date Arbs will let the 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 be at the customer expense due to NNA does not offer assistance during the inspection period customer understood.

Created By: DeHenry Kidd (3/15/2019 11:53 AM)
Arbs reached out to customer and the dealer to let them know the inspection date is set for 3/21 at 10am CST

Created By: DeHenry Kidd (3/13/2019 9:47 AM)
Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time

Created By: DeHenry Kidd (3/13/2019 9:44 AM)
Verified Name Address Phone# VIN Mileage Responsible Dealer

Checked for open Recalls/Campaigns: None

Customer stated she was driving on a clear day when customer brakes has failed. Customer stated she was driving over a set of rail road tracks and as soon as she crossed them customer brak locked up and customer drove into the curb. Customer stated she damaged the front passenger side rim along with knocking the vehicle out of alignment.

Customer stated she brought the vehicle to the dealer and was informed the FEB malfunction and caused the incident. Customer state the parts that are needed are covered under warranty but t rim and alignment would be customer pay.

Customer is asking for NNA to cover the repairs on customer vehicle due to the malfunction was no fault of the customer.

Arbs-DK informed customer that Arbs would setup an inspection. Arbs-DK stated once arbs has the date Arbs will let the 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 be at the customer expense due to NNA does not offer assistance during the inspection period customer understood.

Created By: DeHenry Kidd (3/11/2019 2:39 PM)
[redacted]

Arbs-DK called customer at 238pm no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] call ended.

Created By: Martequa Osbourne (3/8/2019 2:11 PM)
**********CASE SUMMARY*********
C contacted NNA regarding break failure

CRR-MO is leaving case open for IIR

Created By: Martequa Osbourne (3/8/2019 2:11 PM)
CRR-MO Verified Account Info including: C's name, home, email address & phone#
& best contact#
CRR-MO VERIFIED VEH Info including: VIN#, Current Mileage
CRR- MO CHECKED for open recalls/campaigns and found: 0
CRR-MO CHECKED for previous UNRELATED Case(s) and found: 0
CRR-MO CHECKED previous RELATED Case(s) and found: 0
CRR-MO NOTED concern is: breaks locked up

CRR-MO received inbound call from C

C stated that C had incident with VEH
C stated that C will be covered
C stated that the front collision failed
C stated that it was snowing and C went over a curb
C stated that C needs a front end alignment and the front end rim is scratched up

CRR-MO asked how can Nissan assist

C stated that C would like the front alignment to be taken care of
C stated that the rm is not bad but C would like this fixed since this was a failure
C stated that C went over rail road tracks and as soon as C crossed the breaks locked up and then C went over the curb and the VEH hit the curb which caused the damage

CRR-MO advised that CRR-MO will create and incident investigation report
CRR-MO advised Nissan representative will call you within 3 business days after the representative receives the case. Please allow for a minimum of 30 minutes during that call so the represent may best understand the whole situation

CRR-MO asked if there was any other concerns

C declined

CRR-MO provided C with case#, agent [redacted]

C understood and appreciated the assistance
Best contact# [redacted]
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]	Product Inquiry	Product Inquiry - Nissan	Rogue	QF	3/29/2019	PN	CL	337800	OI	

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] Braeden Swinney GALESBURG NISSAN CORP		✓	3/15/2019	Thomas Laurie	3/14/2019 5:28 AM
Edit | Del	IIR	Braeden Swinney	✓	3/11/2019	DeHenry Kidd	3/15/2019 11:16 AM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Martequa Osbourne, 3/8/2019 2:06 PM	3/8/2019

Attachments

View All

Attachments He

Action	File Name	Size	Last Modified	Created By
View	[redacted] Fedex Tracking# 2 CA[redacted].pdf	198KB	4/1/2019 3:07 PM	DeHenry Kidd
View	[redacted] PL Decision Letter CA[redacted].pdf	669KB	3/29/2019 2:23 PM	DeHenry Kidd
View	[redacted] Fedex Tracking# CA[redacted].pdf	198KB	3/29/2019 2:23 PM	DeHenry Kidd
View	[redacted] PL Decision Email CA[redacted].msg	65KB	3/27/2019 4:41 PM	DeHenry Kidd

Case History

Case History He

Date	User	Action
3/29/2019 2:26 PM	DeHenry Kidd	Changed **Status** from Open to **Closed**.
3/29/2019 7:52 AM	DeHenry Kidd	Changed **Case Owner** from Thomas Laurie to **DeHenry Kidd**.
3/22/2019 7:48 AM	DeHenry Kidd	Changed **Follow Up Date** from 3/28/2019 to **3/29/2019**.
3/15/2019 11:58 AM	DeHenry Kidd	Changed **Follow Up Date** from 3/15/2019 to **3/28/2019**.
3/13/2019 3:00 PM	Thomas Laurie	Changed **Case Owner** from DeHenry Kidd to **Thomas Laurie**.

Show more » | Go to list »

Surveys

Surveys He

Action	Survey	Record Type	Survey Type	Survey Version	Customer	Dealer	Vehicle	Created Date
	5822489	Bellomy Survey				GALESBURG NISSAN CORP	JN1BJ1CR0HW[redacted]	4/12/2019

Back To Top

Always show me more records per related list

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Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	JN1BJ1CR0HW[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] harpe, IL [redacted]	USA		Eve. Phone	N/A
City	La Harpe	State	IL	Zip Code	[redacted]
Country	United States				

Driver Name	[redacted]	DOB	[redacted]	Day Phone	[redacted]
Address	[redacted] harpe, IL [redacted]	USA		Eve. Phone	N/A
City	La Harpe	State	IL	Zip Code	[redacted]
Country	United States				

Owner Name	[redacted]	DOB	[redacted]	Day Phone	[redacted]
Address	[redacted] harpe, IL [redacted]	USA		Eve. Phone	N/A
City	La Harpe	State	IL	Zip Code	[redacted]
Country	United States				

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

II. Vehicle

Model Year	2017	Model Name	ROGUE SPORT	Mfg. Date	05/23/2017	VIN	JN1BJ1CR0HW[redacted]
Mileage	33470	License #	[redacted]			State	IL
Special equipment & accessories							

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

Number	Description	Status	Date
1	No open or closed campaigns		

III. Description of Incident & Claim

Source of Information	SalesForce Case [redacted]	Incident Date	03/07/2019	Time	10:00:00 AM
Location of Incident (describe fully)	[redacted] Macomb, IL [redacted] There is a set of track on N White St.				
Weather Conditions (Rain/Snow/Dry/Etc.)	Part Cloudy				

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	JN1BJ1CR0HW[redacted]

Vision obstruction (describe)	N/A		
Temperature at time of incident	25 F	Parking location prior to time of incident	N/A
Overnight temperature prior to incident	21 F	Length of time parked	N/A
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)

Verified Name Address Phone# VIN Mileage Responsible Dealer

Checked for open Recalls/Campaigns: None

Customer stated she was driving on a clear day when customer brakes has failed. Customer stated she was driving over a set of rail road tracks and as soon as she crossed them customer brakes locked up and customer drove into the curb. Customer stated she damaged the front passenger side rim along with knocking the vehicle out of alignment.

Customer stated she brought the vehicle to the dealer and was informed the FEB malfunction and caused the incident. Customer state the parts that are needed are covered under warranty but the rim and alignment would be customer pay.

Customer is asking for NNA to cover the repairs on customer vehicle due to the malfunction was no fault of the customer.

Arbs-DK informed customer that Arbs would setup an inspection. Arbs-DK stated once arbs has the date Arbs will let the 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.

Relation to Roadway (on-road, off-road, left side, right side)	Driving over Railroad Tracks	Number of times incident occurred	1
Driver Action (braking, steering, etc.)	Driving		
Special Circumstances	N/A		
Actions taken after incident and results of those actions	Hit a Curb		

Vehicle Estimated Speed	N/A	Source	Form [redacted]	Posted Speed Limit	N/A
Other Vehicle Estimated Speed	N/A	Source	N/A	Posted Speed Limit	N/A

Witness Present? ☐ Yes ☑ No

Police/EMS/Fire Report Taken? ☐ Yes ☑ No ☐ Unknown

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

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	JN1BJ1CR0HW[redacted]

#	Allegation	Allegation Made By
1	C stated that the breaks failed C stated that C went over rail road tracks and as soon as C crossed the breaks locked up and then C went over the curb and the VEH hit the curb which caused the damage to the front passenger rim and the alignment	Braeden Swinney

IV. Occupants & Injuries

Source of Information: SalesForce Case [redacted]

Legend for Section IV. Seating Position:



Occupant Name	[redacted]	DOB		Height	N/A
Address	[redacted] harpe, IL [redacted] USA			Weight	N/A
Seating Position	Driver				
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	N/A				

Occupant Name	[redacted]	DOB		Height	N/A
Address	[redacted] harpe, IL [redacted] USA			Weight	N/A
Seating Position	Right Front				
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	N/A				

Occupant Name	N/A	DOB		Height	N/A
Address	N/A			Weight	N/A
Seating Position	Left Rear				
Seat Belts Worn		Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	N/A				

Occupant Name	N/A	DOB		Height	N/A
Address	N/A			Weight	N/A
Seating Position	Center Rear				
Seat Belts Worn		Airbag Status			

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	JN1BJ1CR0HW[redacted]

Nature & Extent of Injuries: N/A

Occupant Name: N/A | DOB: | Height: N/A

Address: N/A | Weight: N/A

Seating Position: Right Rear

Seat Belts Worn: | Airbag Status: Airbag not deployed

Nature & Extent of Injuries: N/A

Occupant Name: N/A | DOB: | Height: N/A

Address: N/A | Weight: N/A

Seating Position: N/A

Seat Belts Worn: | Airbag Status:

Nature & Extent of Injuries: N/A

Additional Passenger Info: N/A

V. Other Property Damage

Source of Information: N/A

Other Vehicle model year, make, model name: N/A

Name, address, phone of other party involved: N/A

Nature & Extent of other vehicle damage: N/A

Nature & Extent of other property (other than motor vehicle) damage & Name of owner:

N/A

VI. Investigation Results

Date of vehicle inspection: 03/21/2019

Location of inspection: Galesburg Nissan

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

Trauma to both right side wheels and tires $1984.46

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

Photos taken by: Thomas Laurie | # Photos: 236

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.

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	JN1BJ1CR0HW[redacted]

Exterior/Body	Tint on windshield (Photo 119), front (Photo 120-124) and rear window (Photo 122) Rock chips on hood (Photo 115-117)
Engine/ Transmission/ Drivetrain	Intake duct was not fully installed (Photo 62-64)
Underbody/ Suspension/ Steering/ Wheels & Tires	Both right side wheels have some surface trauma. Photos 192-193 (RF) and 194-196 (RR). Right front tire has a bubble in the sidewall Photos 185-186 Right rear tire has a tear in the sidewall. Photos 194-196 and 176-178 $1984.46
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No related damage noted
Seat Belts/ Child Restraints (if applicable)	RR seat belt not in the correct position, was found behind the seat back LR seat was twisted. Photos 51-54
Air Bags	None deployed -SRS Lamp Illuminated during bulb check and turned off

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

Did not road test to incident location due to over 50 mi away and was able to document software update was needed.
Road tested 6 miles to attempt to duplicate. Drove south on N. Henderson Street in Galesburg, IL from the dealership 3 miles down and 3 miles back over railroad tracks. During test drive was unable to duplicate the concern.

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

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

#	Allegation	Factual Findings
1	C stated that the breaks failed C stated that C went over rail road tracks and as soon as C crossed the breaks locked up and then C went over the curb and the VEH hit the curb which caused the damage to the front passenger rim and the alignment	Found that the software needs to be updated per NTB18-041b Found trauma to the RF tire and wheel and RR tire and wheel Road tested the vehicle and inspected the brakes. Found no issues with brake pedal travel and brake pads/rotors were within specification

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

Reporter's Signature Thomas Laurie

Reporter's Name & Region Thomas Laurie, Midwest

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	JN1BJ1CR0HW[redacted]

IIR Supplement: Brake Checklist

I. Pedal Behavior (check/ fill-in appropriate boxes per claimant's statement)

- ☐ Pedal went to floor and stayed there
- ☐ Pedal felt solid, would not move
- ☐ Pedal returned after pumping
- ☐ Pedal felt spongy
- ☑ Other (describe): Brakes applied without driver input

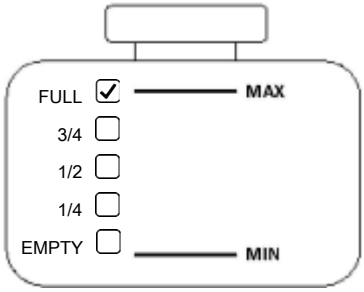
II. Vehicle Inspection (Include photographs in report)

Yes	No		Comments
☑	☐	ABS equipped, if yes, turn ignition ON:	Photo 90
☐	☑	- ABS warning lamp illuminates for approximately 1 second and turns off (normal)	Photo 90
☑	☐	VDC equipped, if yes, turn ignition ON:	Photo 90
☑	☐	- VDC OFF lamp illuminates for approximately 1 second and turns off (normal)	Photo 93
☑	☐	- VDC OFF lamp turns on and off as VDC switch is cycled	Photos 93-95
☑	☐	TCS equipped, if yes, turn ignition ON:	part of VDC
☐	☑	- TCS OFF lamp illuminates for approximately 1 second and turns off (normal)	Part of VDC
☐	☑	- TCS OFF lamp turns on and off as TCS switch is cycled	Part of VDC
☑	☐	Brake controller Consult diagnostic printout included (perform diagnostic if vehicle is equipped)	Past ABS DTC U1000
☑	☐	PKB adjustment within specifications	7 click under normal pressure
☑	☐	Fluid quality OK	Photo 77
☐	☑	Foreign material present in filter screen	Photos 74-76
☑	☐	Visual inspection of brake circuit:	Photos 73-82, 84-87, 129-157, 197, 200-202, 205-206, 211-212, 215-216,
☐	☑	- Reservoir and Master cylinder leaks visible	Photos 80-82
☐	☑	- ABS/TCS/VDC actuator leaks visible (if applicable)	Photos 84-87
☐	☑	- Brake line leaks visible in engine compartment	Photos 84-87
☐	☑	- Brake line leaks visible on underbody	Photos 143-148
☐	☑	- Flexible connector line leaks visible by wheel brakes	Photos 197, 202, 206, 212

☐	☑	- Pistons and piston seal leaks visible (disc brakes)	Did not remove brake caliper
☐	☐	- Wheel cylinder leaks visible (drum brakes)	N/A

Master Cylinder Fluid Level

Click on the approximate fluid level

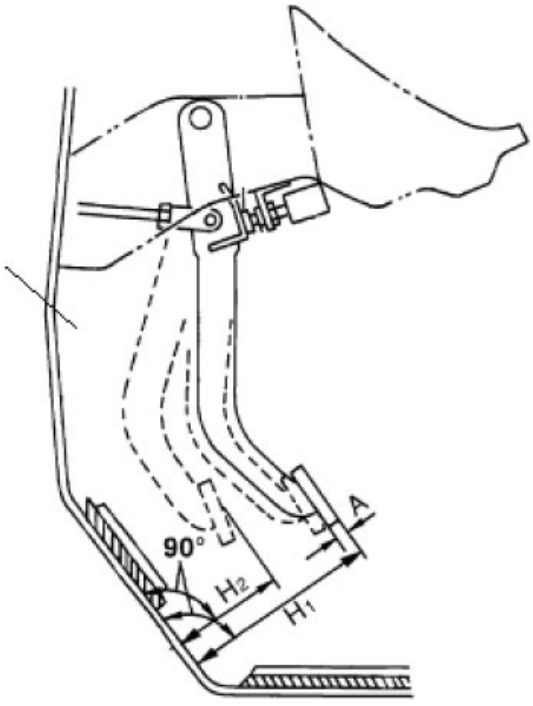


Comments

Photo 73

III. Pedal Adjustment (Refer to Service Manual):

	Measured Data	Comments
Free height (H1)	171 mm	Photo 97
Free play (A)	0 mm	No free play found
Depressed Height (pedal to floor - H2)	87 mm	Engine running with average hand pressure
Note: When equipped with adjustable pedal, the pedal must be in the forward most (closest to the floor) position for pedal height measurement.		



IV. Booster Check (complete if engine can be started)

☐ Unable to Check (explain in comments)

Instructions: Operation Check

1. Depress brake pedal several times with engine off.
2. Depress brake pedal and hold.
3. Start engine.

Pedal goes down slightly: ☑ Yes ☐ No

Comments: N/A

Instructions: Airtight Check

1. Start engine, let run 2-3 minutes, turn off.
2. Depress brake pedal several times.

Pedal goes down 1st time then raises 2nd and 3rd : ☑ Yes ☐ No

Comments: N/A

3. Restart engine.
4. Depress brake pedal and hold.
5. Stop engine.

Pedal height does not change after 30 seconds: ☑ Yes ☐ No

Comments: N/A

Is vacuum supply hose connected properly? ☑ Yes ☐ No

Comments: Photos 106-114

V. Measurements

Instructions for brake pads/ shoes:

1. Measure friction material thickness only.
2. Report approximate minimum thickness and location measured.
3. Report uneven wear, cracking, and other conditions/ observations in Comments.
4. For rear brakes, fill out either disk or drum section as appropriate for vehicle.
5. Include photographs in report.

		Outboard Pad	Inboard Pad	Comments
Front Pad Thickness	LF	8	8	Photos 203-205; 198-201
	RF	8	8	
Front Rotor Thickness	LF	26		measured in Inches in pictures (photos 217; 220)
	RF	26		

		Outboard Pad	Inboard Pad	Comments
Rear Pad Thickness	LR	5	5	Photos 207-211; 213-216
	RR	5	5	
Rear Rotor Thickness	LR	16		measured in inches in pictures (photos 218; 219)
	RR	16		

		Leading Shoe	Trailing Shoe	Comments
Rear Shoe Thickness	LR			N/A
	RR			
Drum Inner Diameter	LR			N/A
	RR			

VI. Tire Inspection (Include photographs in report)

Location	Make	Model	Size	DOT #	Tread Depth	PSI
LF	Bridgestone	ECOPIA	225/45R19	H4E8CKK1717	4 MM	37.3
Condition/Comments:	Photos 161-168					
RF	Bridgestone	ECOPIA	225/45R19	H4E8CKK1717	5 MM	38.5
Condition/Comments:	R/F bubble in side wall (photo 185-186). Approx.. 20 cm scrape on wheel (Photo 192-193) Photos 182-191					
RR	Bridgestone	ECOPIA	225/45R19	H4E8CKK1717	5 MM	37.0
Condition/Comments:	Trauma in sidewall near DOT number (photo 176-178) Wheel damage (Photo 194-196) Photos 175-181					
LR	Bridgestone	ECOPIA	225/45R19	H4E8CKK1717	5 MM	36.4 PSI
Condition/Comments:	Photos 169-174					

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	JN1BJ1CR0HW[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	Photos 223 and 224

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	JN1BJ1CR0HW[redacted]

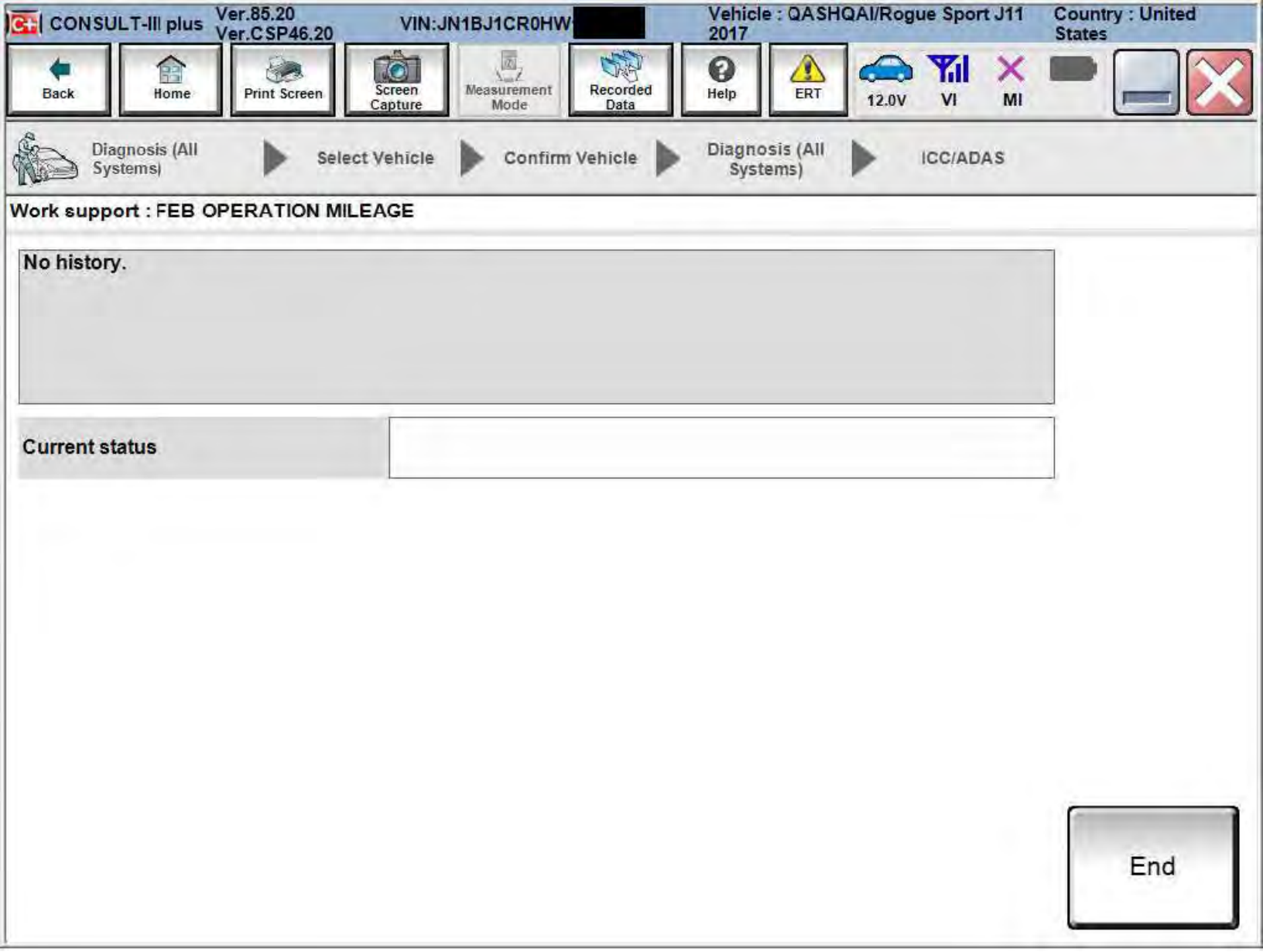
	Yes	No	Comments
Full diagnostic download included in report?	☑	☐	N/A
EDR download included in report?	☑	☐	N/A

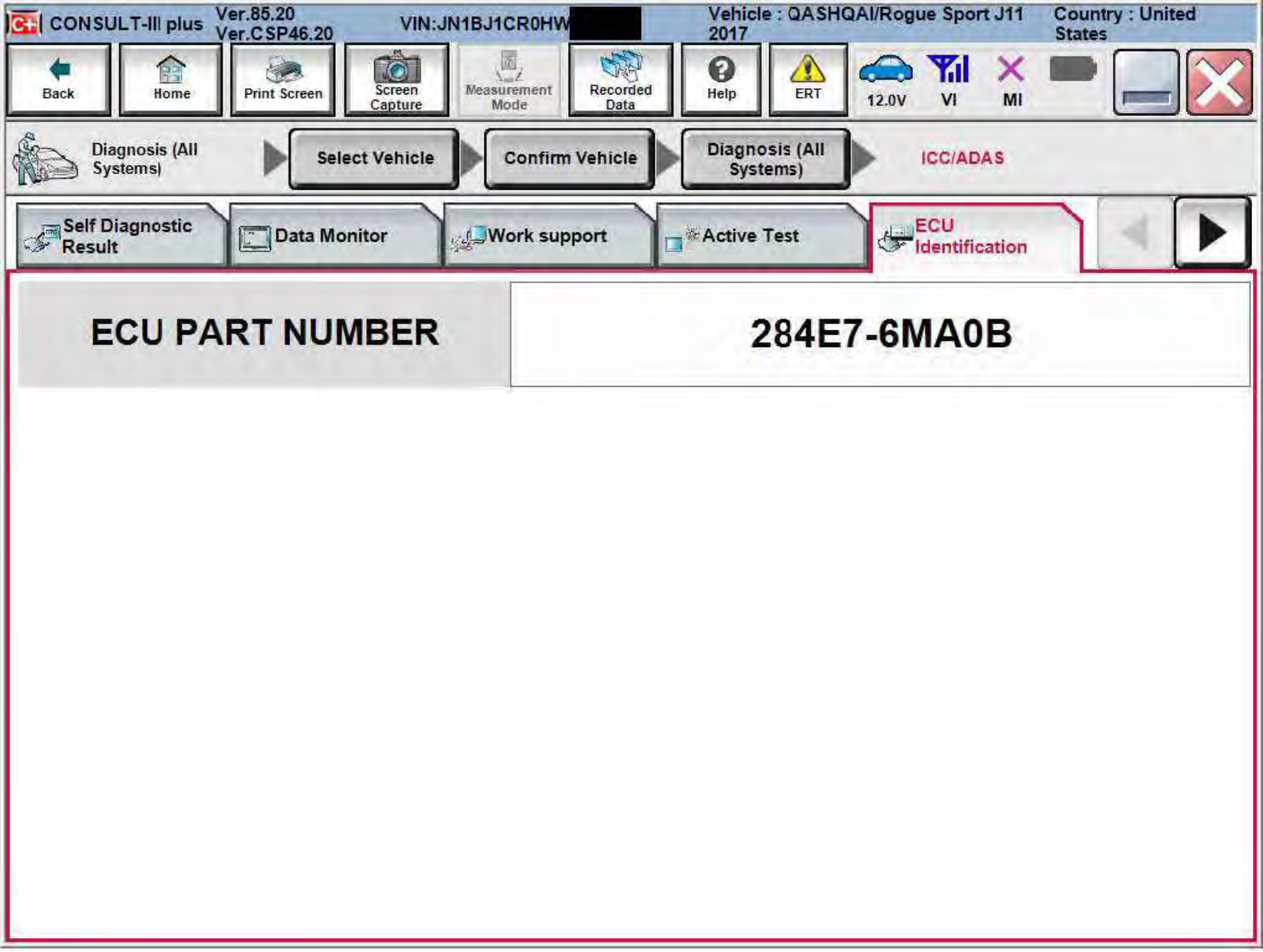
III. Sensor and ECM Visual Inspection

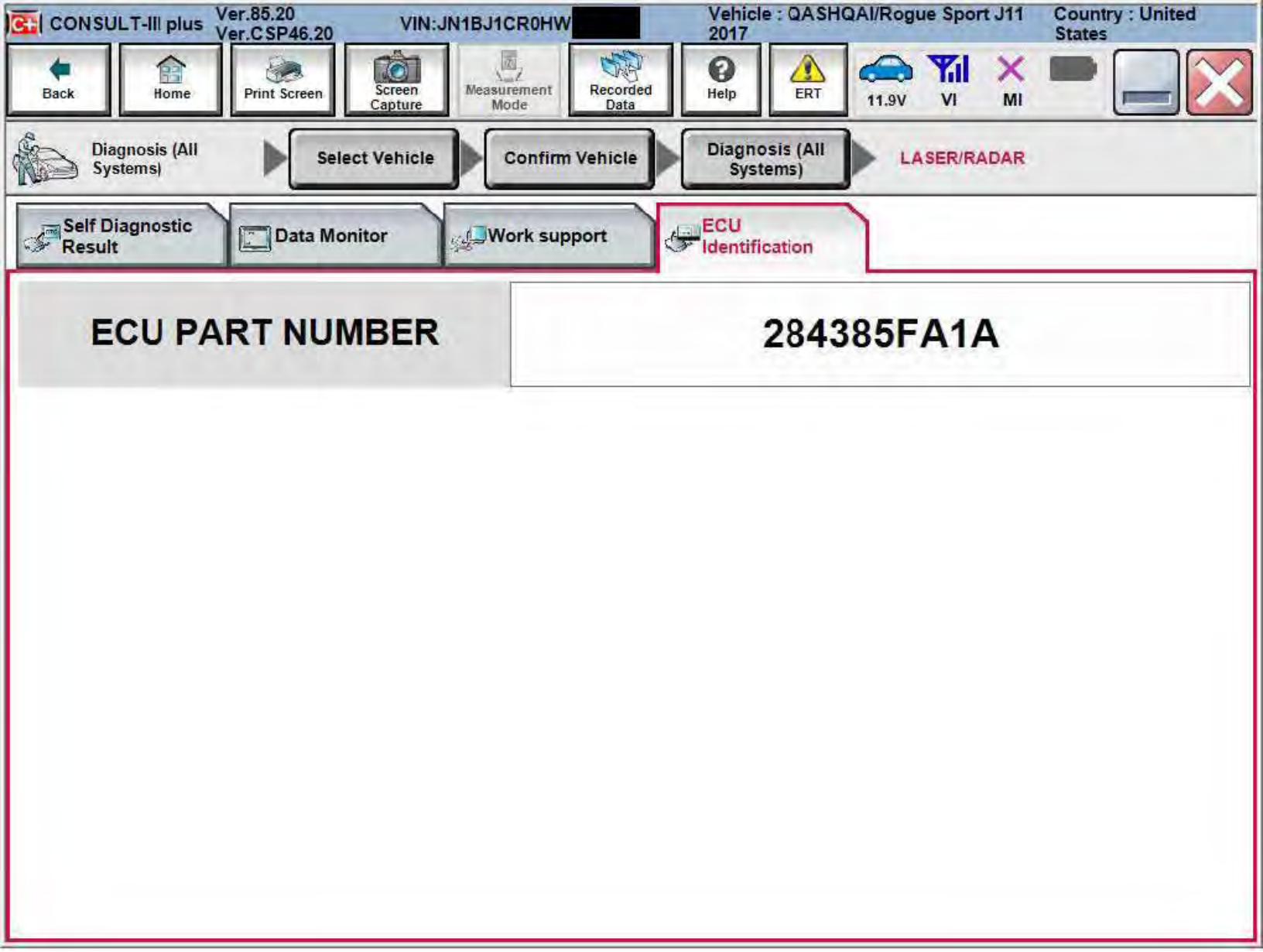
If Diagnostic results returned DTCs or diagnostic could not be performed, perform the following visual inspection.

Yes	No		Comments
☐	☑	Obstructions to camera? (ie. dirt, stickers, etc.)	Photo 119
☐	☑	Physical damage to camera? (ie. cracks)	Photo 119
☐	☑	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Photos 232-235
☐	☑	Physical damage to radar sensor units? (ie. cracks)	Photos 232-235
☑	☐	Electrical connection to radar module firmly seated?	Photos 234 and 235
☑	☐	Electrical connection to camera module firmly seated?	Photo 228

End of Form


CONSULT-III plus
Ver.85.20
Ver.CSP46.20
VIN:JN1BJ1CR0HW[redacted]
Vehicle : QASHQAI/Rogue Sport J11 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
No history.
Current status
End


CONSULT-III plus
Ver.85.20
Ver.CSP46.20
VIN:JN1BJ1CR0HW[redacted]
Vehicle : QASHQAI/Rogue Sport J11
2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.0V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
ECU PART NUMBER
284E7-6MA0B


CONSULT-III plus
Ver.85.20
Ver.CSP46.20
VIN:JN1BJ1CR0HW[redacted]
Vehicle : QASHQAI/Rogue Sport J11 2017
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
11.9V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
ECU PART NUMBER
284385FA1A

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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)

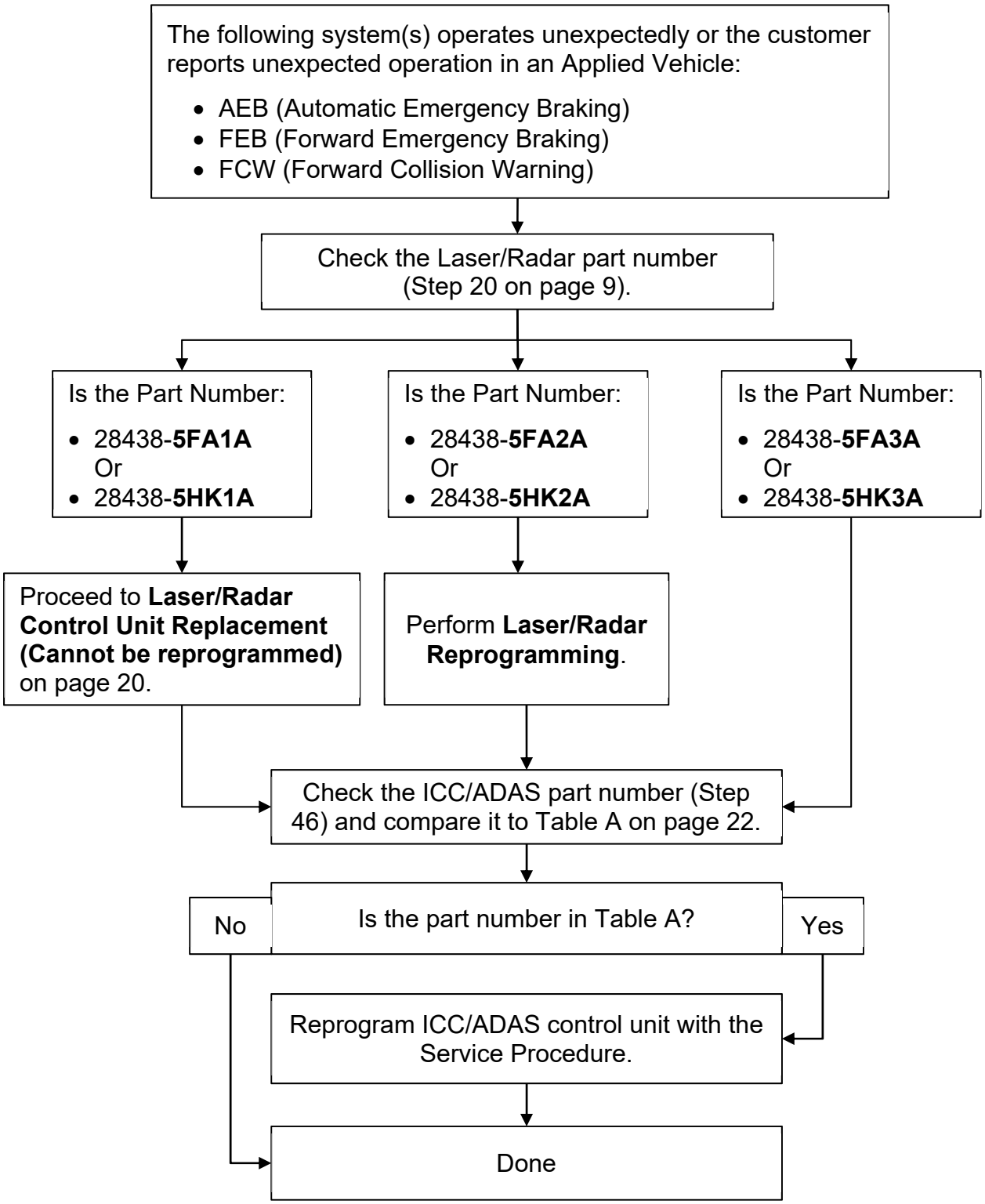
ACTION

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.

SERVICE PROCEDURE

Laser/Radar Reprogramming

IMPORTANT: Before starting, make sure:

- **ASIST on the CONSULT PC has been synchronized (updated) to the current date.**
- **All CONSULT–III plus (C-III plus) software updates (if any) have been installed.**

  NOTE: The CONSULT PC automatically gets applicable reprogramming data during ASIST synchronization.
- A screen print for Warranty documentation can be done from the CONSULT PC during this process while still connected to the vehicle.
- **The CONSULT PC is connected to the internet via a cable or Wi-Fi.**
  - Later in the procedure you will be required to enter your User Name and Password.
  - The CONSULT PC must be connected to the Internet.
  - If you do not know your User Name and Password, contact your Service Manager.
- **No DTCs stored.**
  - Use C-III plus to perform Self Diagnosis for all systems.
  - If there are any DTCs; diagnose, perform repairs, and erase DTCs **before** continuing.

1. Connect the plus Vehicle Interface (plus VI) to the vehicle.
   - Make sure to use the correct VI for C-III plus (plus VI).

   CAUTION: Make sure the plus VI is securly connected. If the plus VI connection is loose during reprogramming, the process will be interrupted and the **control unit may be damaged.**

2. Connect the AC Adapter to the CONSULT PC.

   CAUTION: Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the **control unit may be damaged**.

3. Connect the GR-8 to the vehicle battery:
   - Set the GR-8 to “Power Supply” mode.

> **CAUTION** : DO NOT use a standard battery charger for Hybrid vehicles. Make sure to connect the GR-8 securely to the 12V battery. Make sure the battery voltage stays between 12.0V and 15.5V during reprogramming. If the battery voltage goes out of this range during reprogramming, the **control unit may be damaged**.

4. Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI.

> **CAUTION:** Make sure to turn OFF all external Bluetooth® devices. If Bluetooth® signal waves are within range of the CONSULT PC and the VI during reprogramming, reprogramming may be interrupted and the **control unit may be damaged**.

5. Turn the ignition ON with the engine OFF.
   - The engine must not start or run during the reprogramming procedure.

6. Turn OFF all vehicle electrical loads such as exterior lights, interior lights, HVAC, blower, rear defogger, audio, NAVI, seat heater, steering wheel heater, etc.

7. Turn ON the CONSULT PC.

8. Select CONSULT-III plus (open C-III plus).

9. Wait for the plus VI to be recognized.
   - Serial number will display when the plus VI is recognized.

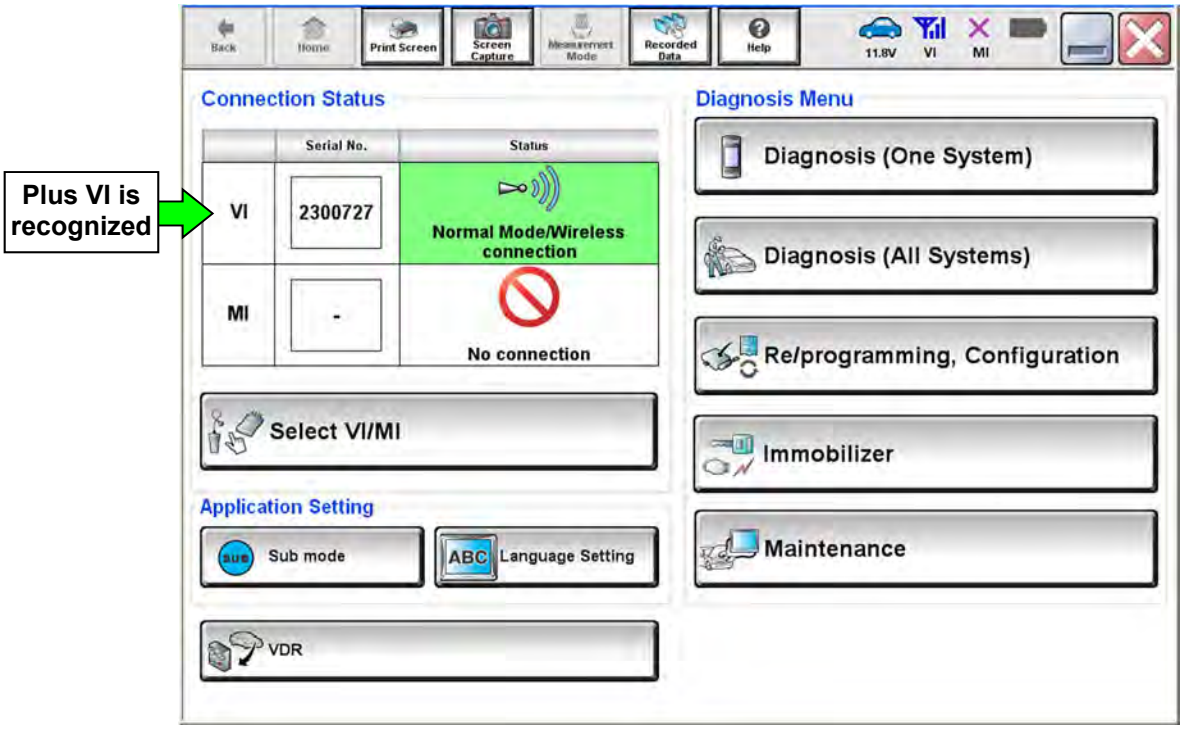


Figure 1

10. Select **Re/programming, Configuration**.

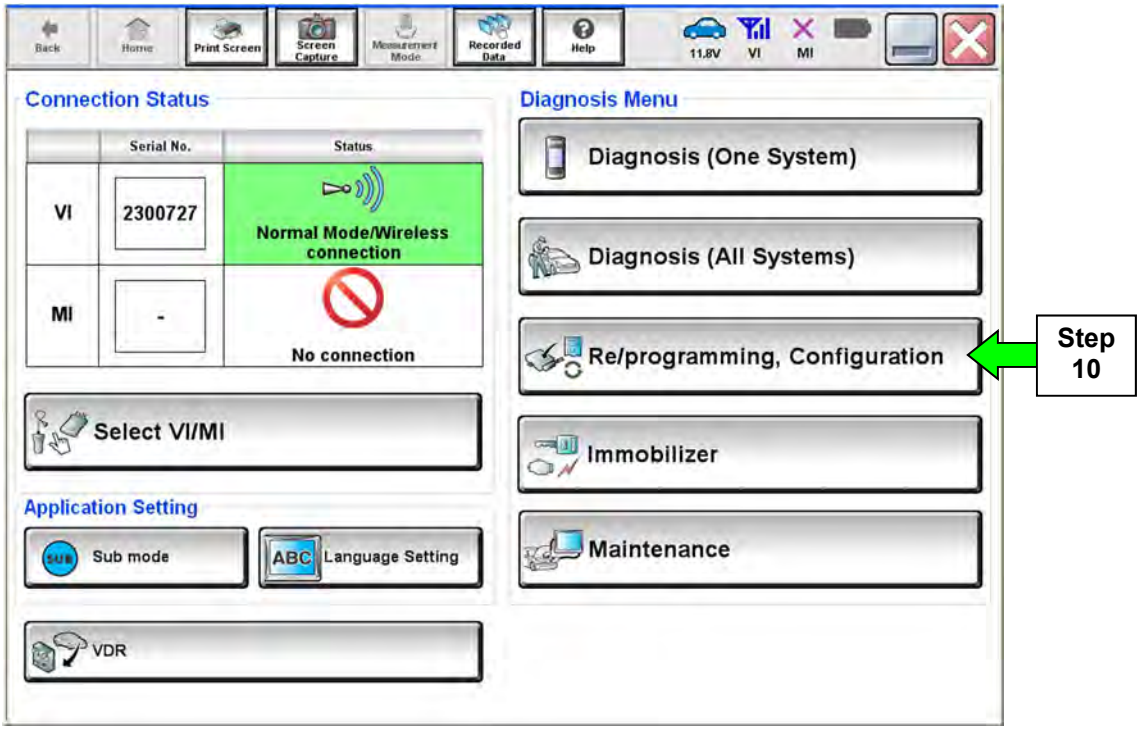


Figure 2

11. Use arrows (if needed) to view and read all precautions.
12. Check the box confirming the precautions have been read.
13. Select **Next**.

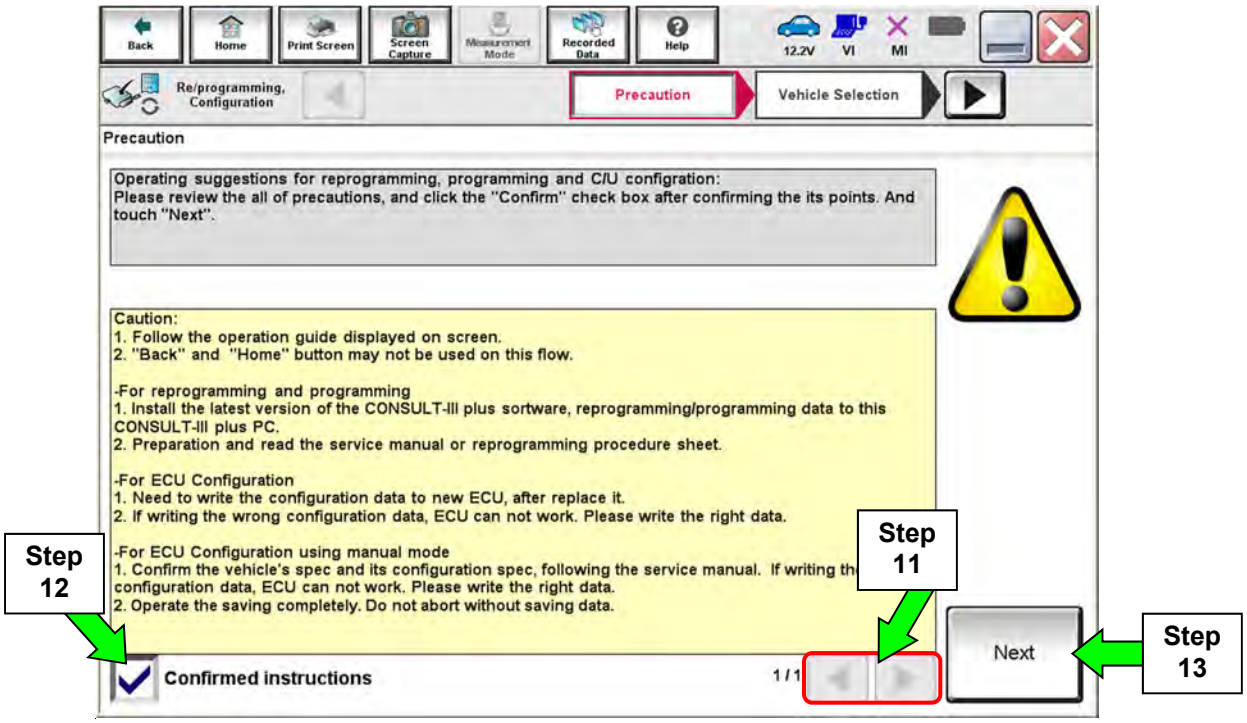


Figure 3

14. Select **Automatic Selection(VIN)**.
    - If the screen in Figure 4 does not display, skip to step 15.

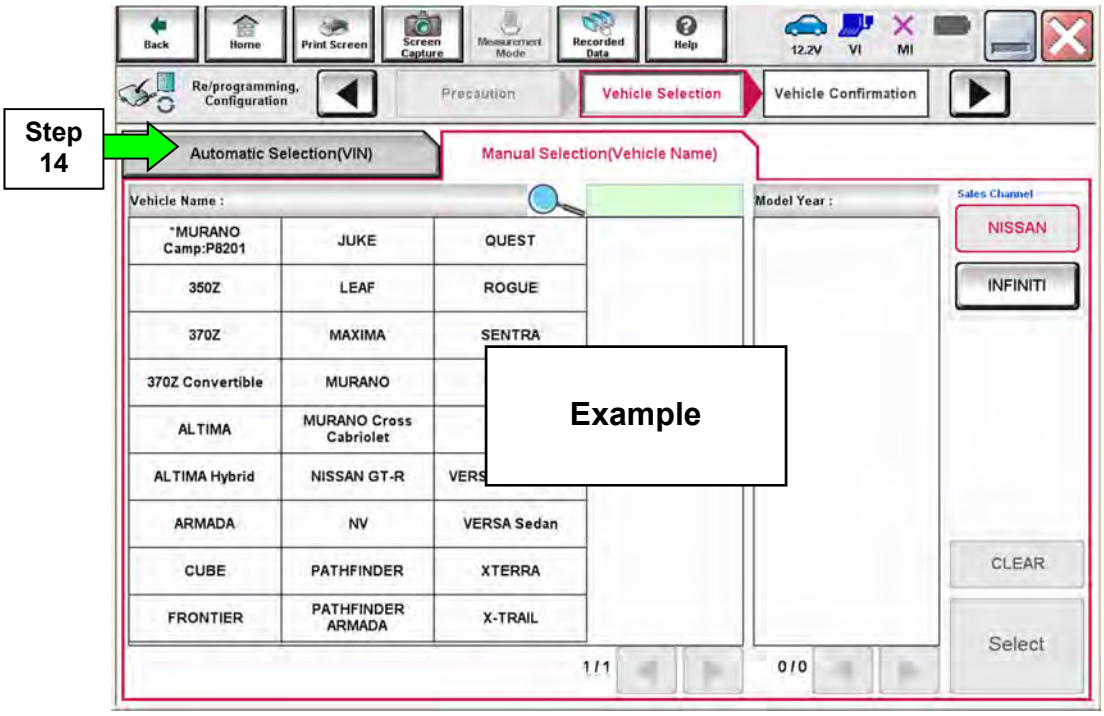


Figure 4

15. Make sure **VIN or Chassis #** matches the vehicle's VIN.

16. If the correct VIN is displayed, select **Confirm**.

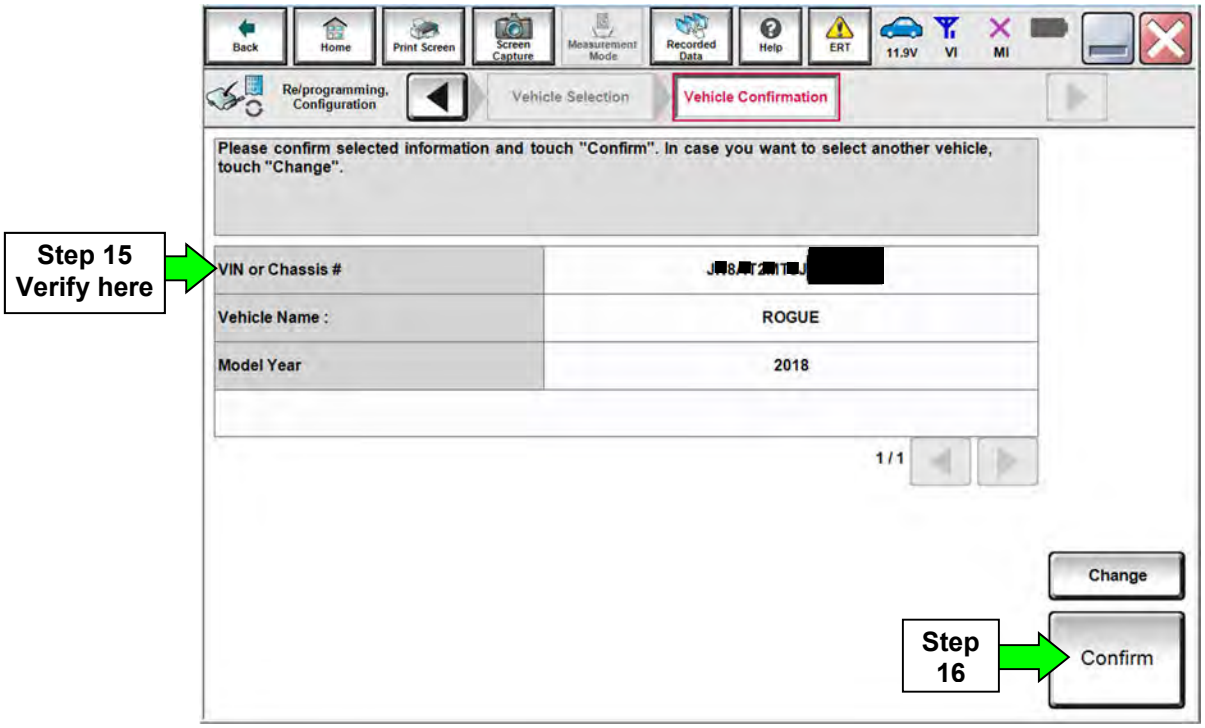


Figure 5

17. Select **Confirm**.

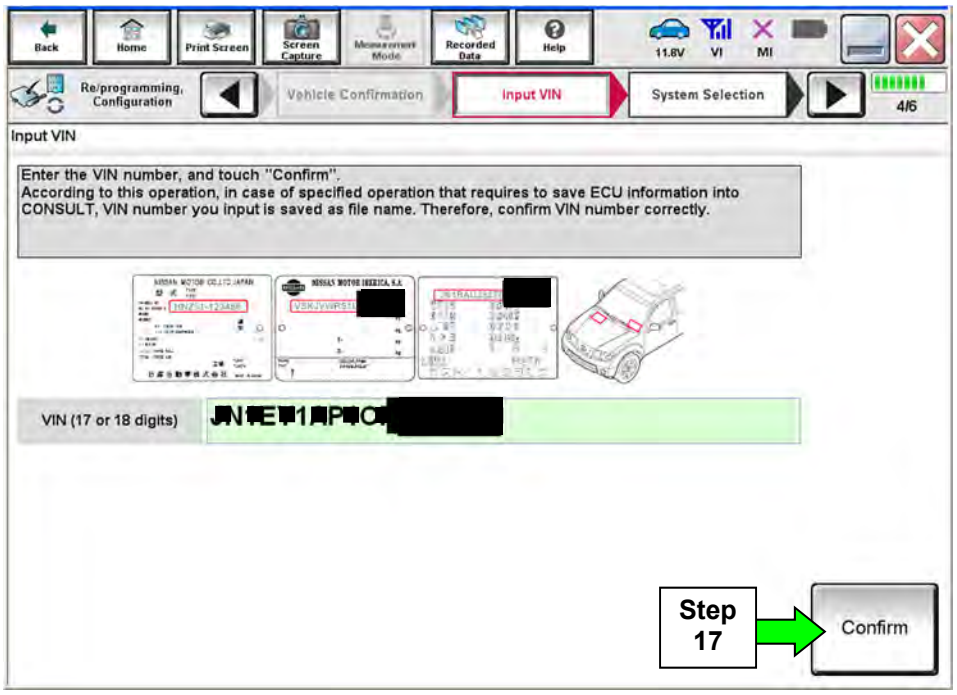


Figure 6

18. Select **LASER/RADAR**.

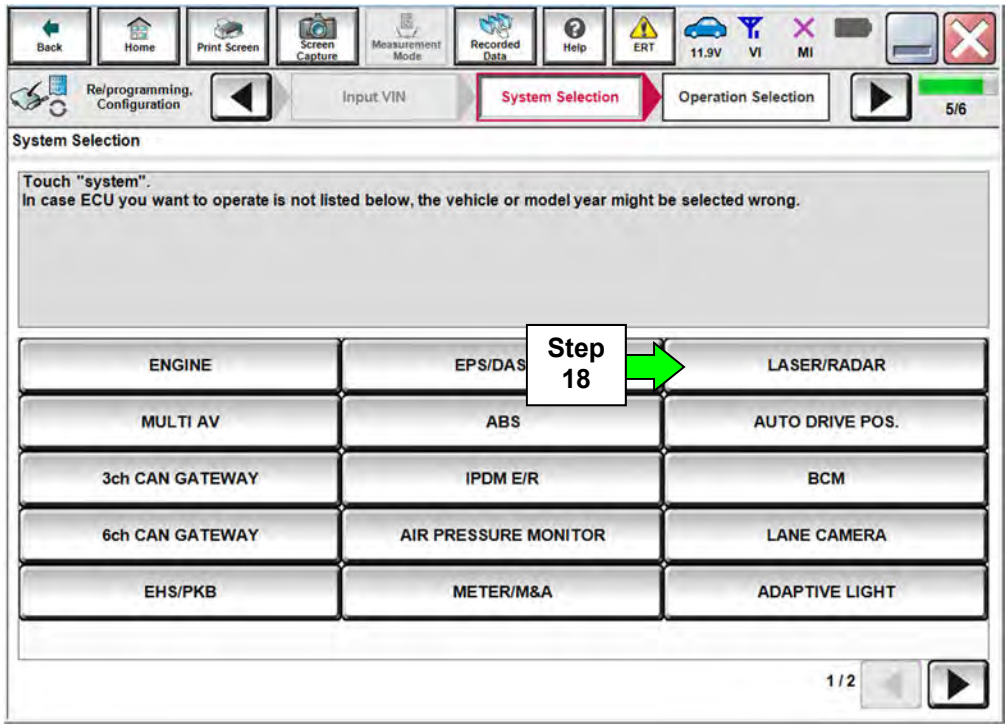


Figure 7

19. Select **Reprogramming**.

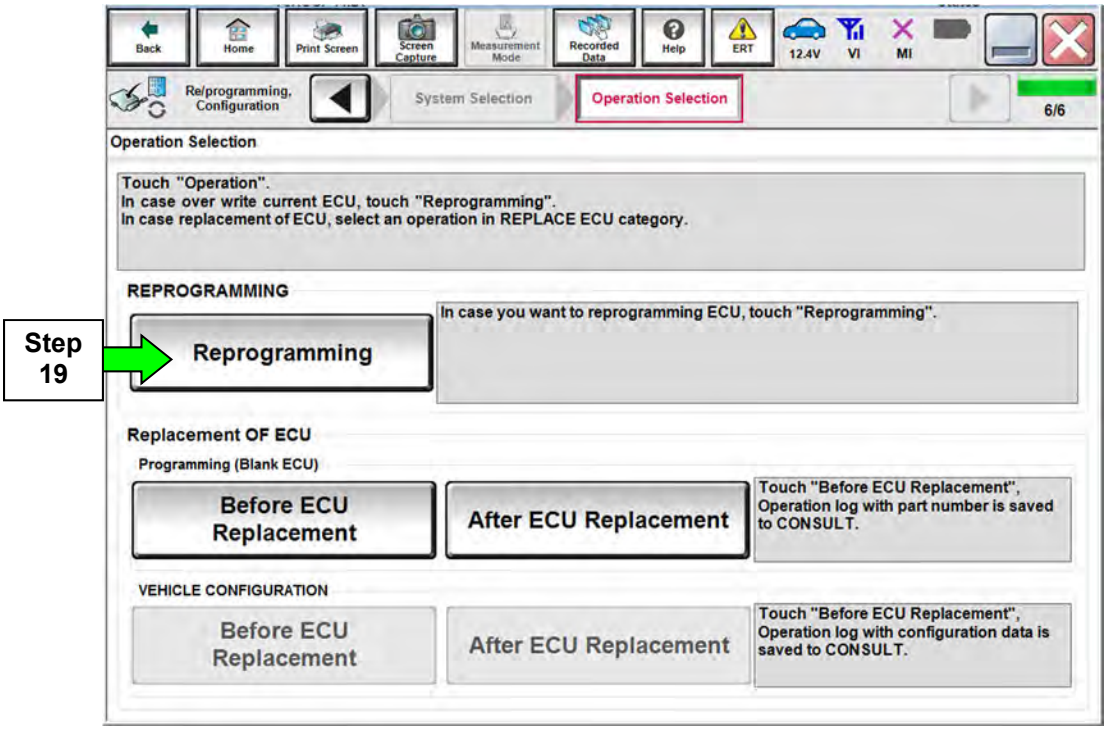


Figure 8

20. When you get to the screen shown in Figure 9, confirm that a reprogram or new control unit is available with the flow chart below.

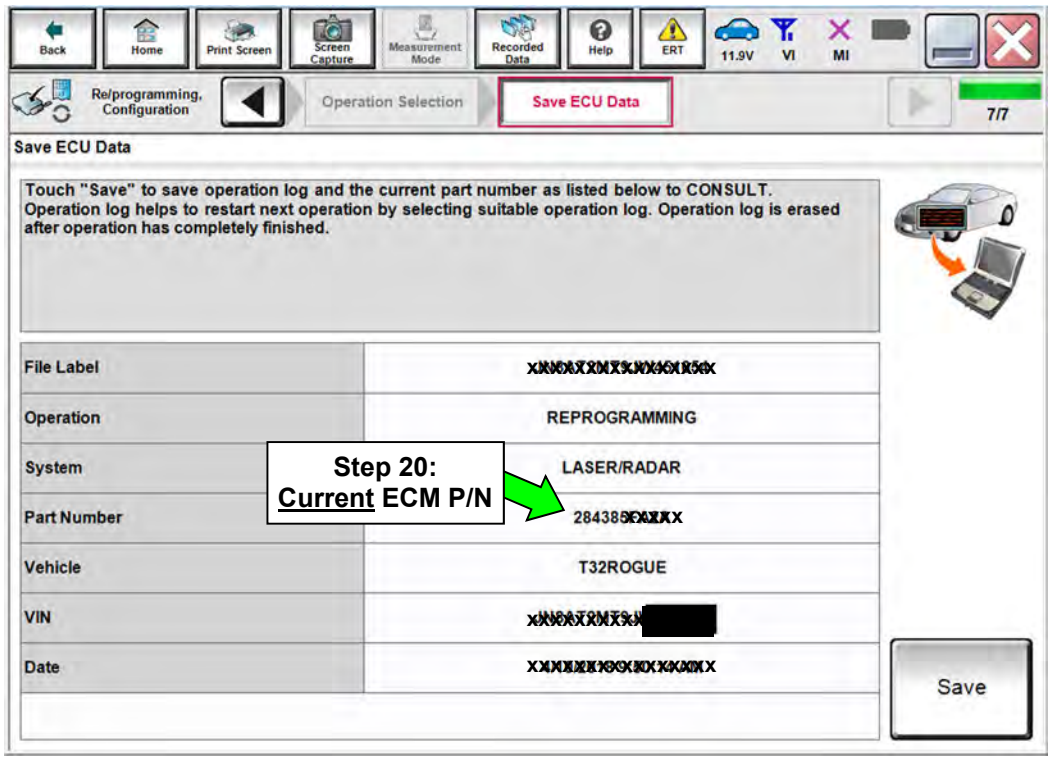


Figure 9

Find the LASER/RADAR **Part Number** and write it on the repair order.

NOTE: This is the current LASER/RADAR Part Number (P/N).

Is the Part Number?

- 28438-**5FA1A**
  Or
- 28438-**5HK1A**

Proceed to **Laser/Radar Control Unit Replacement (Cannot be reprogrammed)** on page 20.

Is the Part Number

- 28438-**5FA2A**
  Or
- 28438-**5HK2A**

Continue with the reprogramming procedure on page 10.

Is the Part Number?

- 28438-**5FA3A**
  Or
- 28438-**5HK3A**

Proceed to **ICC/ADAS Reprogramming** on page 21.

21. Select **Save**.

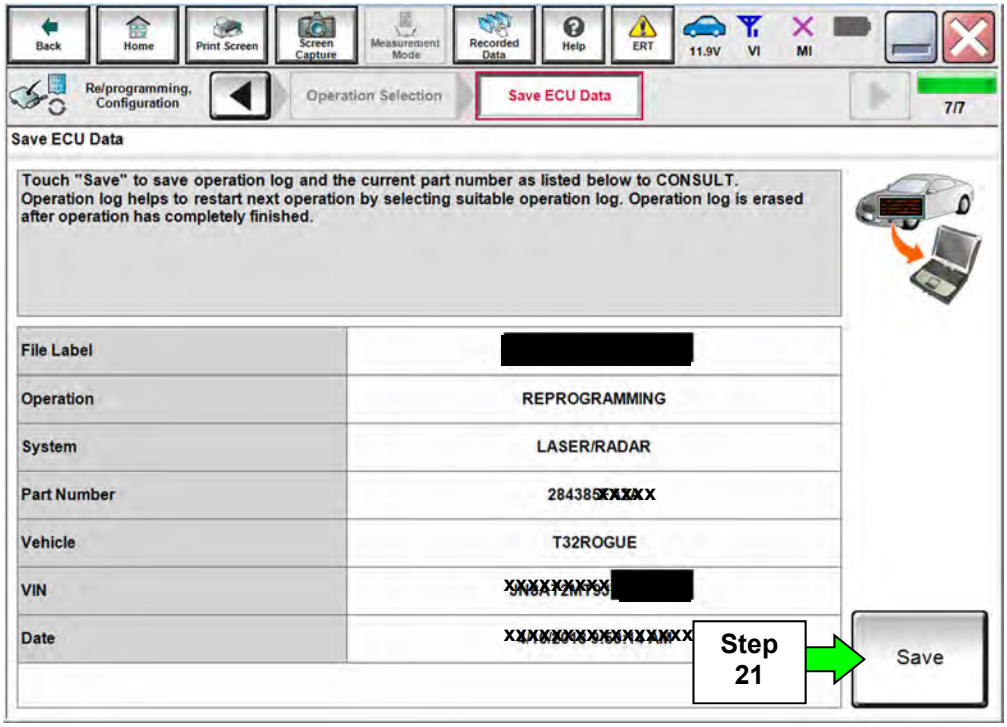


Figure 10

22. Use arrows (if needed) to view and read all precautions.

23. Check the box confirming the precautions have been read.

24. Select **Next**.

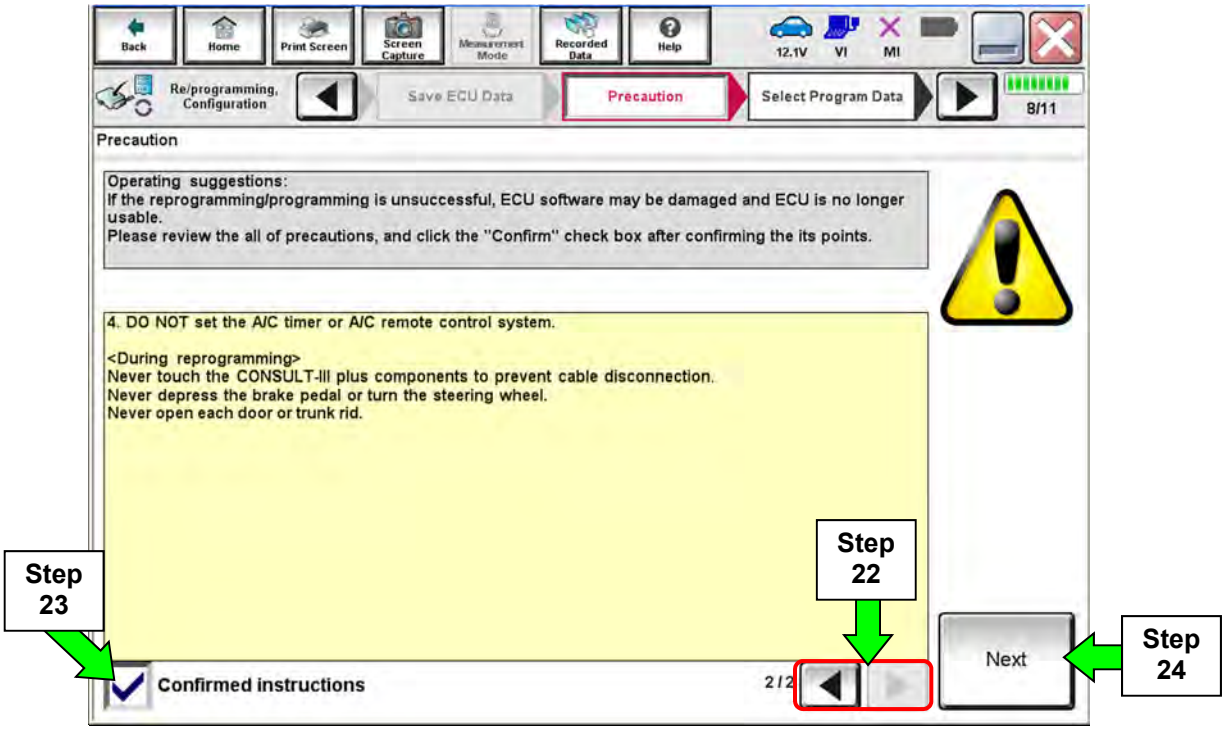


Figure 11

25. Read the **Current Part Number** and **Part Number After Reprogramming**. They should be different.

26. Select **Next**.

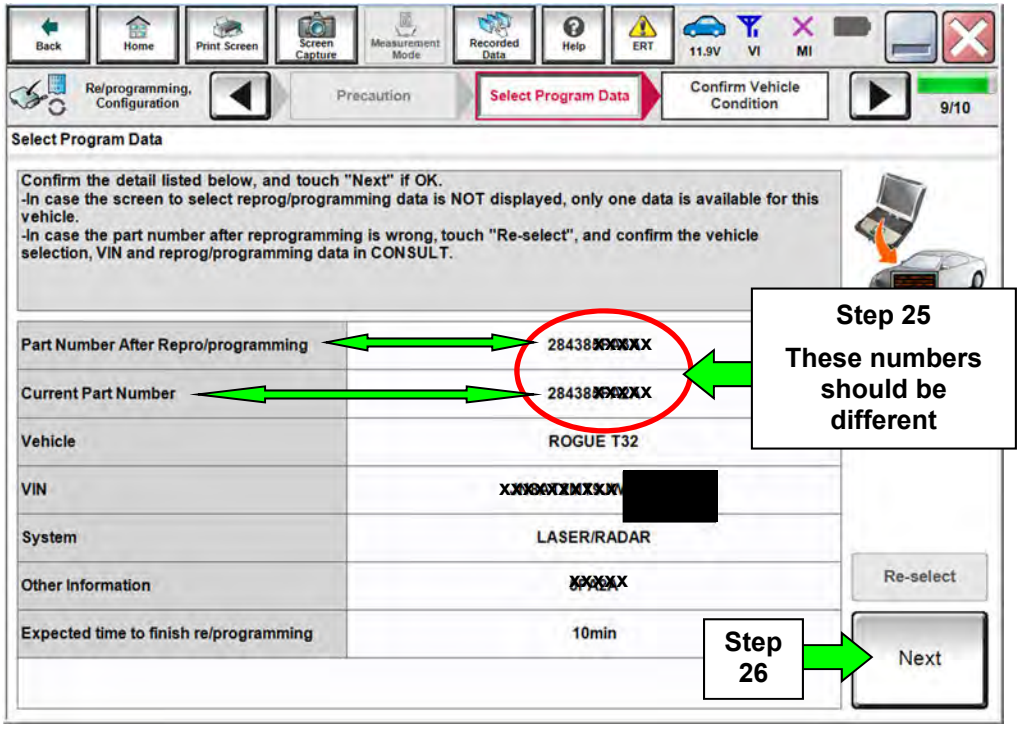


Figure 12

NOTE:

- In some cases, more than one new P/N for reprogramming is available.
  - ➢ If more than one new P/N is available, the screen in Figure 13 displays.
  - ➢ Select and use the reprogramming option that does **not** have the message "Caution! Use ONLY with NTBXX-XXX".
- If you get this screen and it is blank (no reprogramming listed), it means there is no reprogramming available for the Laser/Radar control unit in this vehicle. Proceed to **ICC/ADAS Reprogramming**.

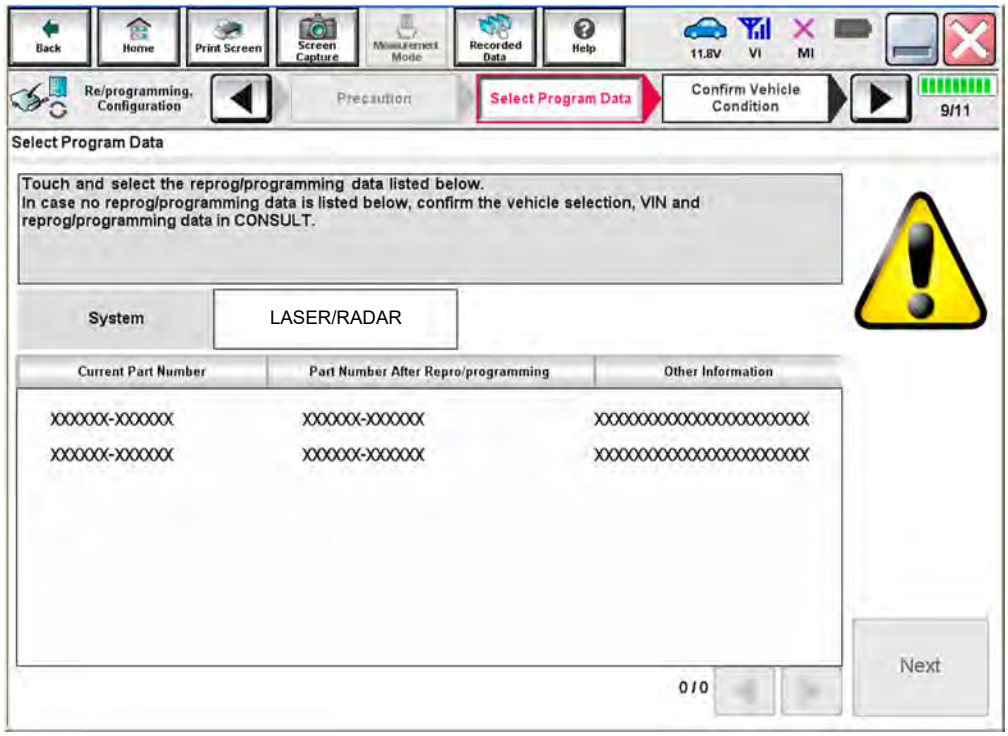


Figure 13

27. Make sure **OK** is highlighted **green** (battery voltage must be between **12.0 and 15.5 Volts**).

28. Select **Next**.

    IMPORTANT: Battery voltage must stay between **12.0 and 15.5 Volts** during reprogramming or ECM reprogramming may be interrupted and ECM/TCM may be damaged.

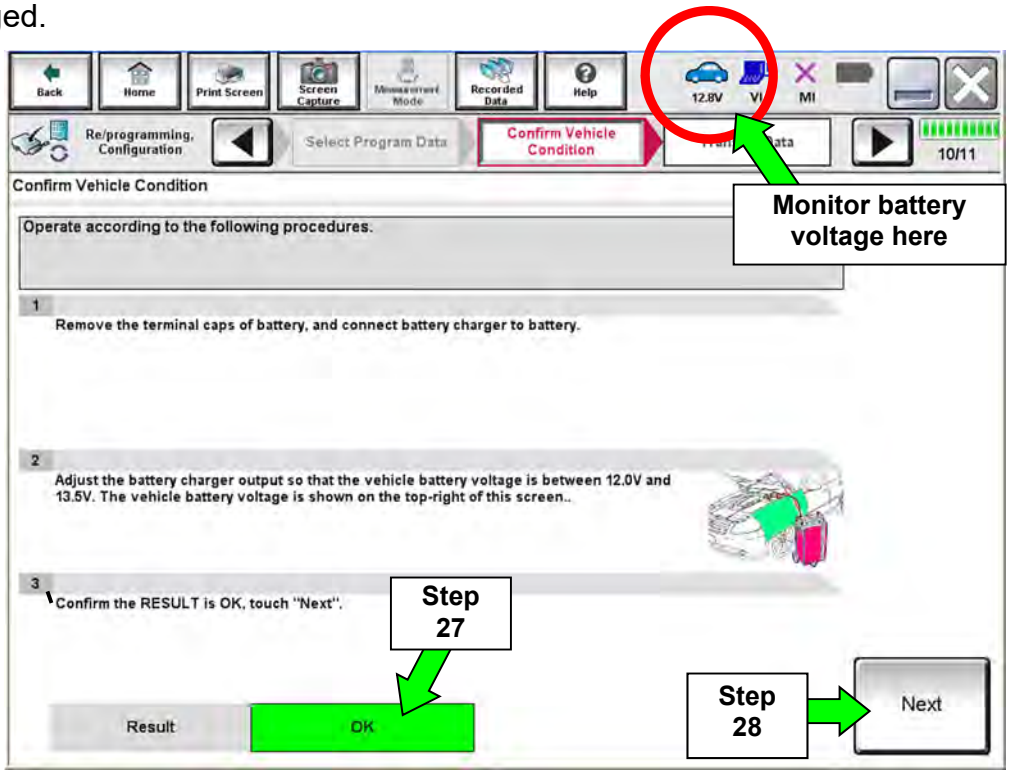


Figure 14

29. Confirm all Judgment items are OK, then select **Start**.

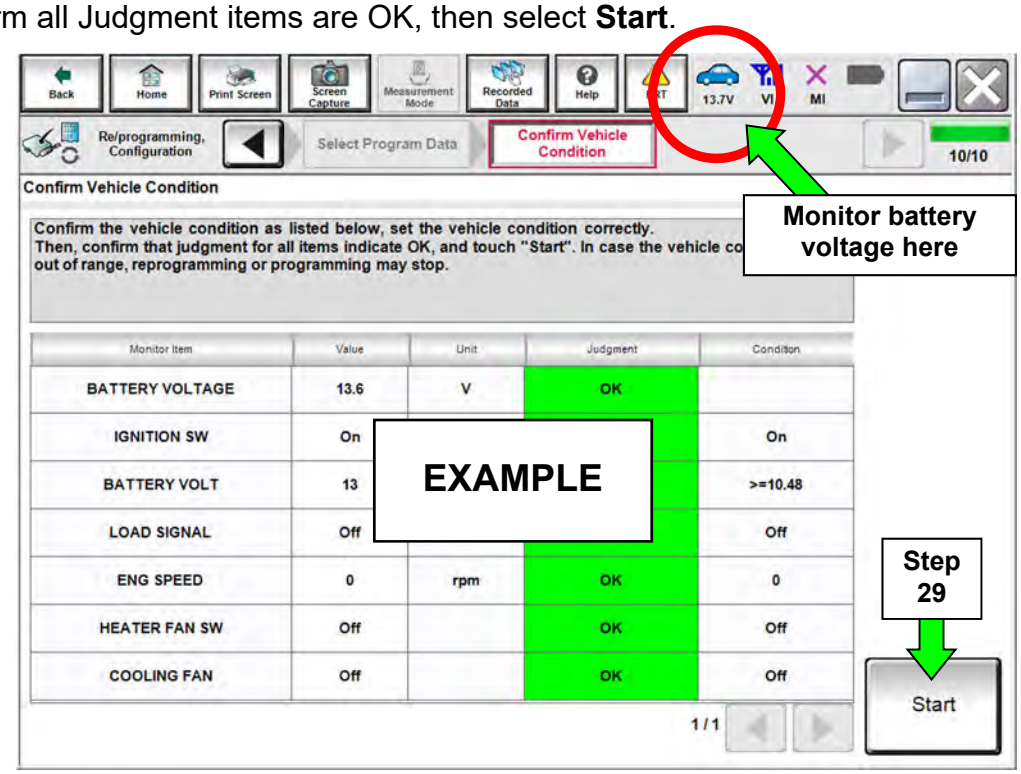


Figure 15

30. Select **USA/CANADA Dealers**.

31. Select **OK**.

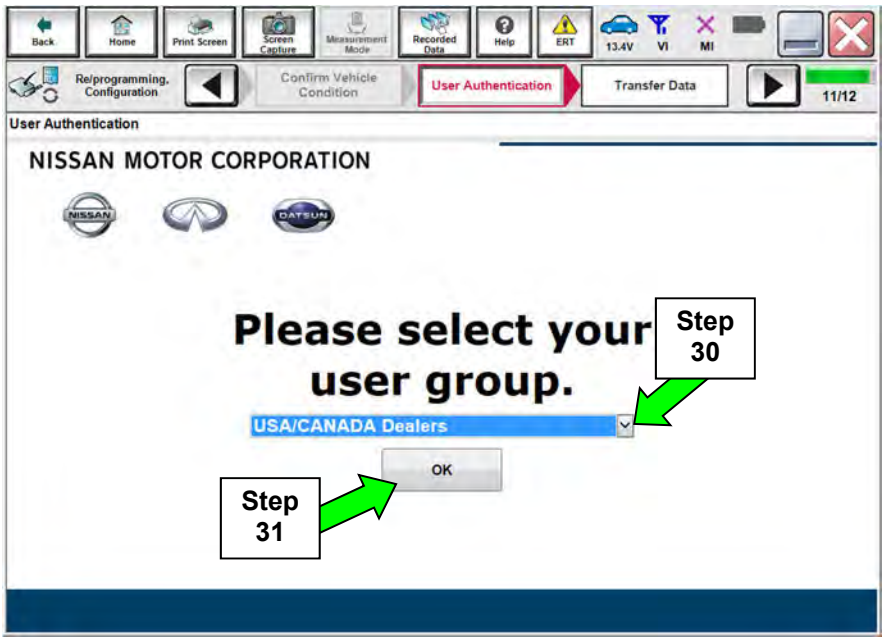


Figure 16

NOTE:

- The above screen may not display if the CONSULT PC has remained ON since the last reprogramming.
- If the CONSULT PC is not connected to the Internet, the screen in Figure 17 will display.

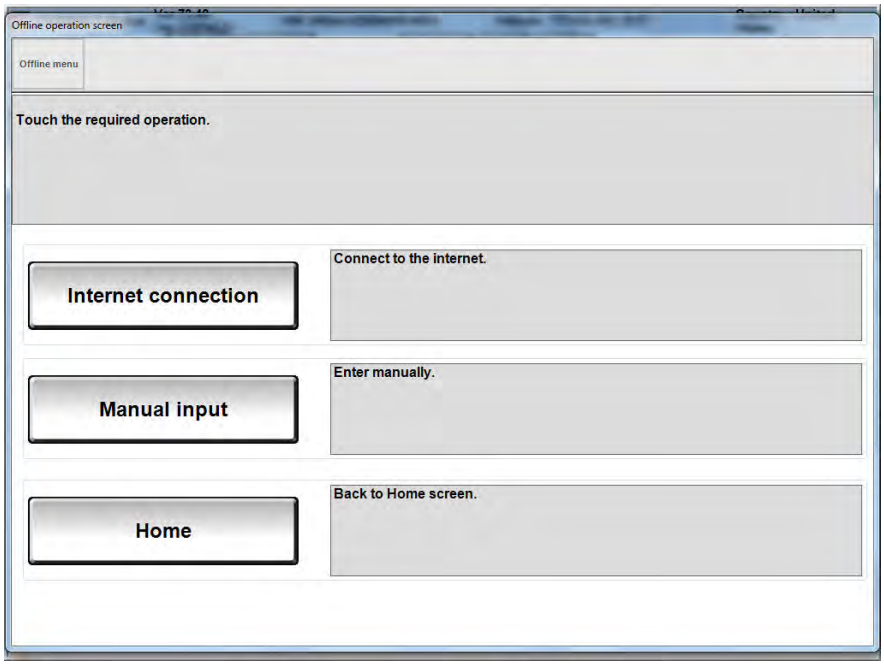


Figure 17

NOTE: In the next steps, the reprogramming process will begin when **Submit** is selected.

32. Enter your **Username** and **Password**.

- The CONSULT PC must be connected to the Internet via cable or Wi-Fi.
- If you do not know your User Name and Password, contact your Service Manager.

33. Select **Submit**.

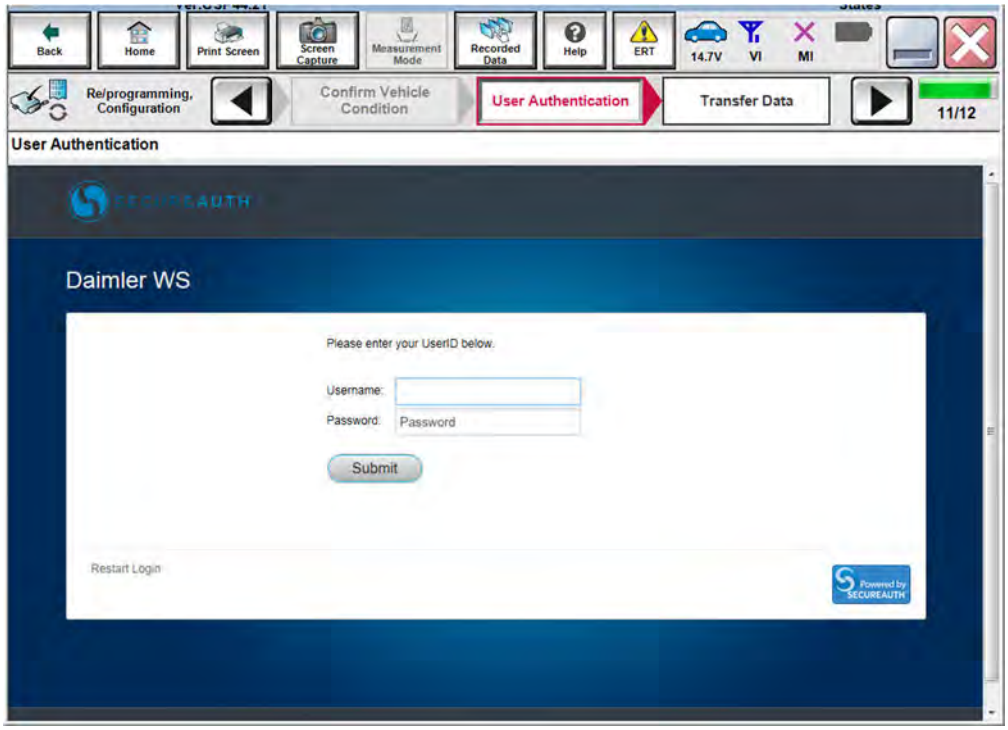


Figure 18

34. Wait for both progress bars to complete.

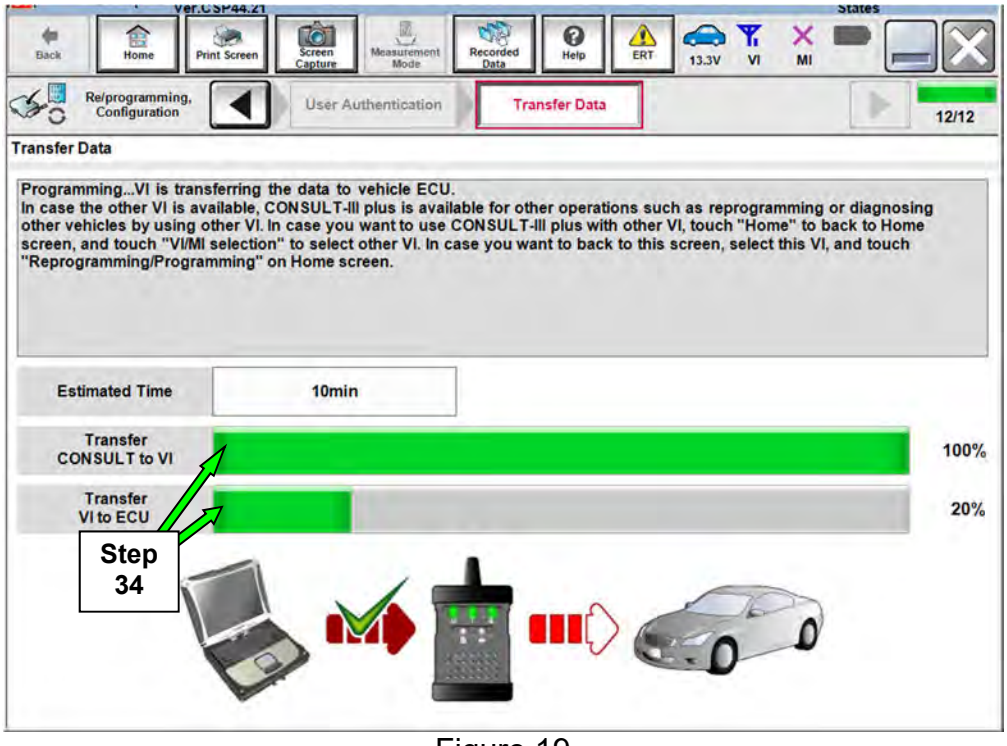


Figure 19

35. When the screen in Figure 20 displays, the reprogramming is complete.

    NOTE: If the screen in Figure 20 does not display (indicating that reprogramming did not complete), refer to the information on the next page.

36. Disconnect the battery charger from the vehicle.

37. Select **Next**.

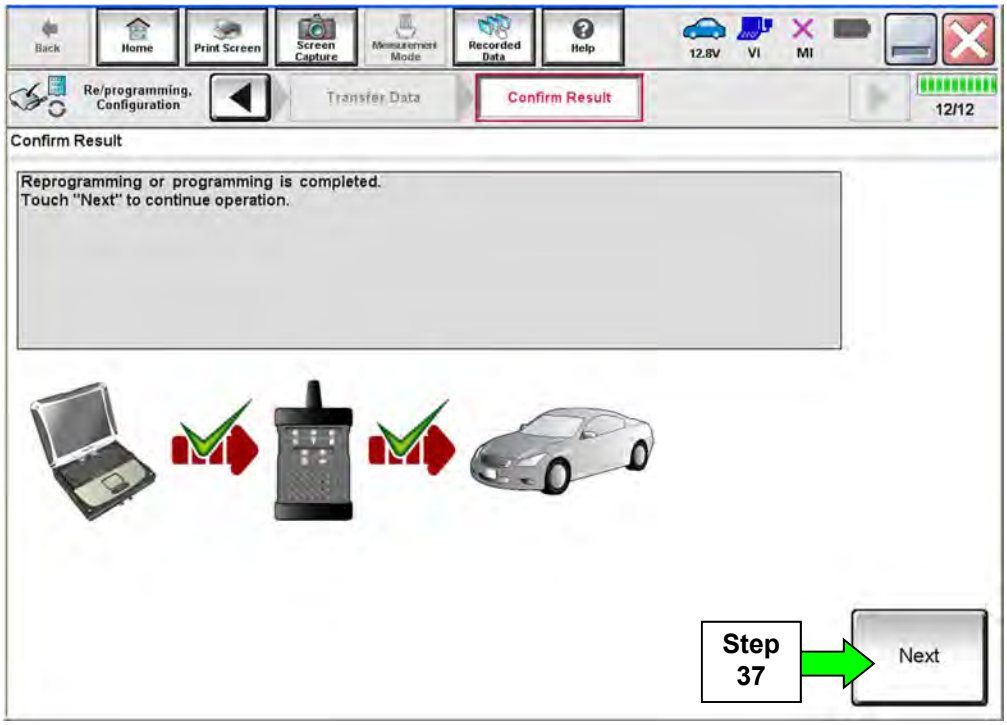


Figure 20

NOTE: Additional steps/operations are required before C-III plus will provide the final reprogramming confirmation report. Continue with the reprogramming procedure on page 18.

Laser/Radar Recovery

<u>Do not disconnect plus VI or shut down Consult III plus if reprogramming does not complete</u>.

If reprogramming does <u>not</u> complete and the "!?" icon displays as shown in Figure 21:

- Check battery voltage (12.0 - 15.5 V).
- Ignition is ON, engine OFF.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- **Select <u>retry</u> and follow the on screen instructions.**
- <u>"Retry" may not go through on first attempt and can be selected more than once</u>.

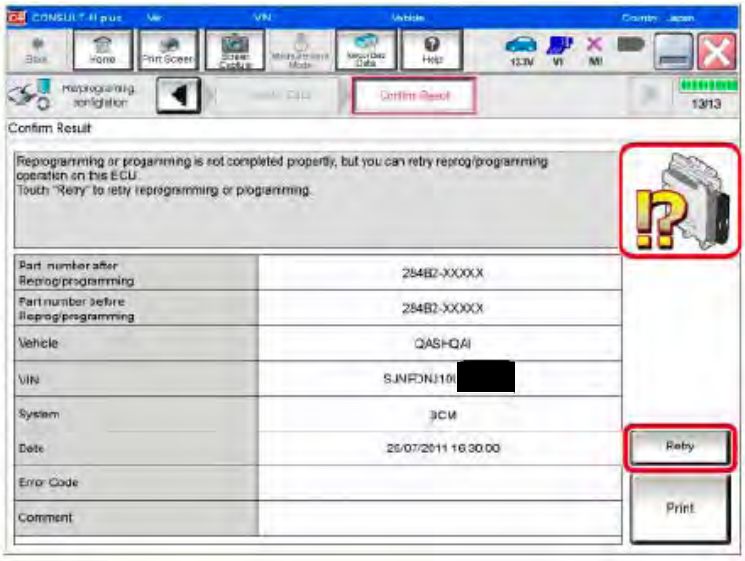


Figure 21

If reprogramming does <u>not</u> complete and the "X" icon displays as shown in Figure 22:

- Check battery voltage (12.0 - 15.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine OFF.
- Transmission is in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- **Select <u>Home</u>, and restart the reprogram procedure from the beginning.**

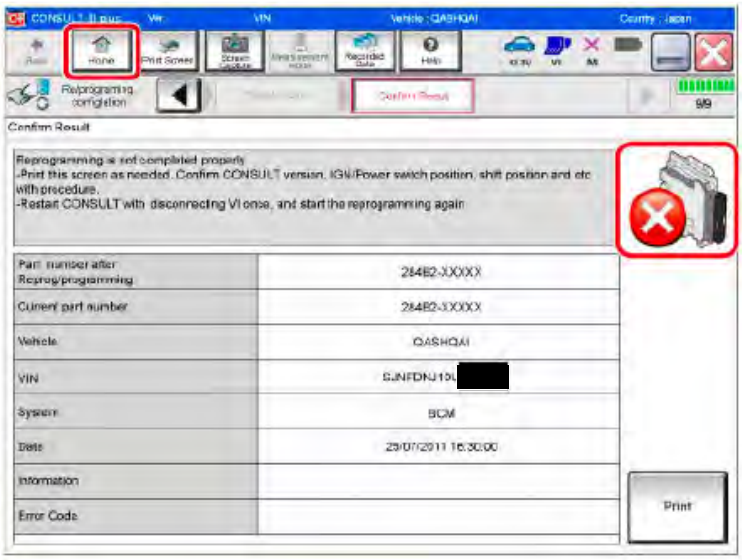


Figure 22

38. **Erase all DTCs** as follows:
    a. Turn the ignition OFF.
    b. Turn the Ignition ON.
    c. Wait for DTC erase to complete.

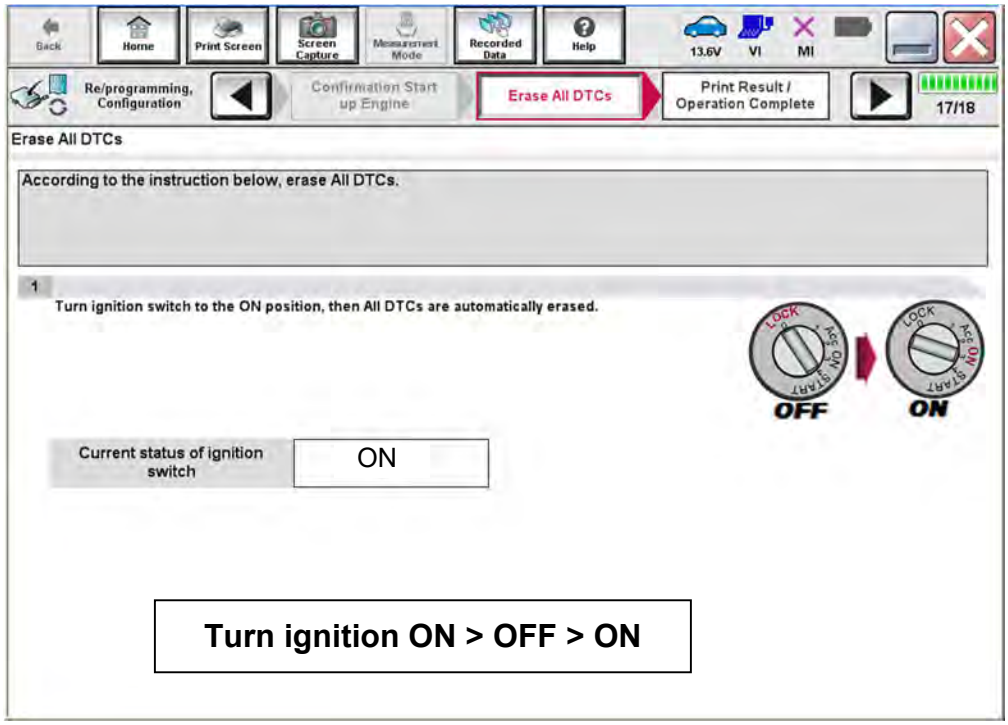


Figure 23

39. Verify the before and after part numbers are different.

40. Print a copy of this screen (Figure 24) and attach it to the repair order.

NOTE: If you cannot print the screen:

a. Select Screen Capture.

b. Name the file.

c. Save the file in My Documents.

- A copy of the screen is now saved in the CONSULT PC. It can be retrieved and printed at a later time.

41. Select **Confirm**.

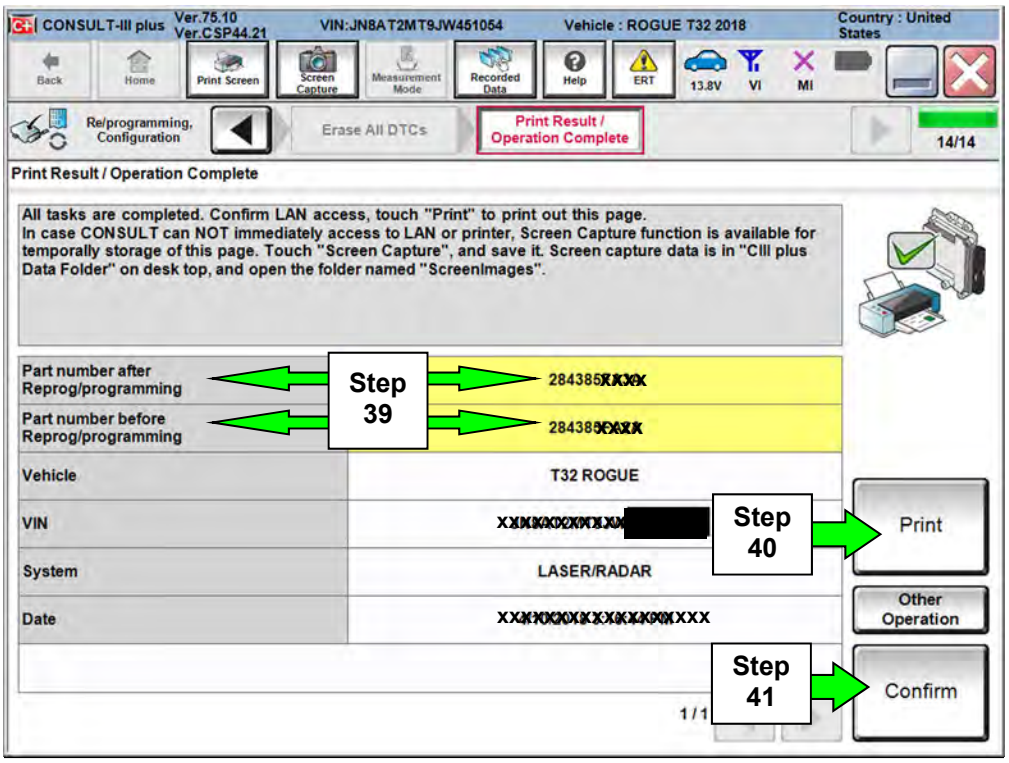


Figure 24

Proceed to **ICC/ADAS Reprogramming** on page 21.

Laser/Radar Control Unit Replacement (Cannot be reprogrammed)

42. If the Flow Chart on Page 2 indicates that a reprogram is not available for the Laser/Radar control unit.

    And

    - The current LASER/RADAR control unit part number is either:
        - 28438-**5FA1A**

          OR
        - 28438-**5HK1A**

    Then

    Replace it with a new LASER/RADAR control unit from the Parts Information.

    - Refer to the ESM, section **CRUISE CONTROL & DRIVER ASSISTANCE > DRIVER ASSISTANCE SYSTEM > ICC**, for removal and reinstallation information.

Proceed to **ICC/ADAS Reprogramming** on the next page.

ICC/ADAS Reprogramming

IMPORTANT: LASER/RADAR control unit reprogramming or replacement must be performed first (if indicated by the flow chart on page 9) before proceeding.

43. Refer to steps 1-17 starting on page 3 to navigate to Figure 25.

44. Select **ICC/ADAS**.

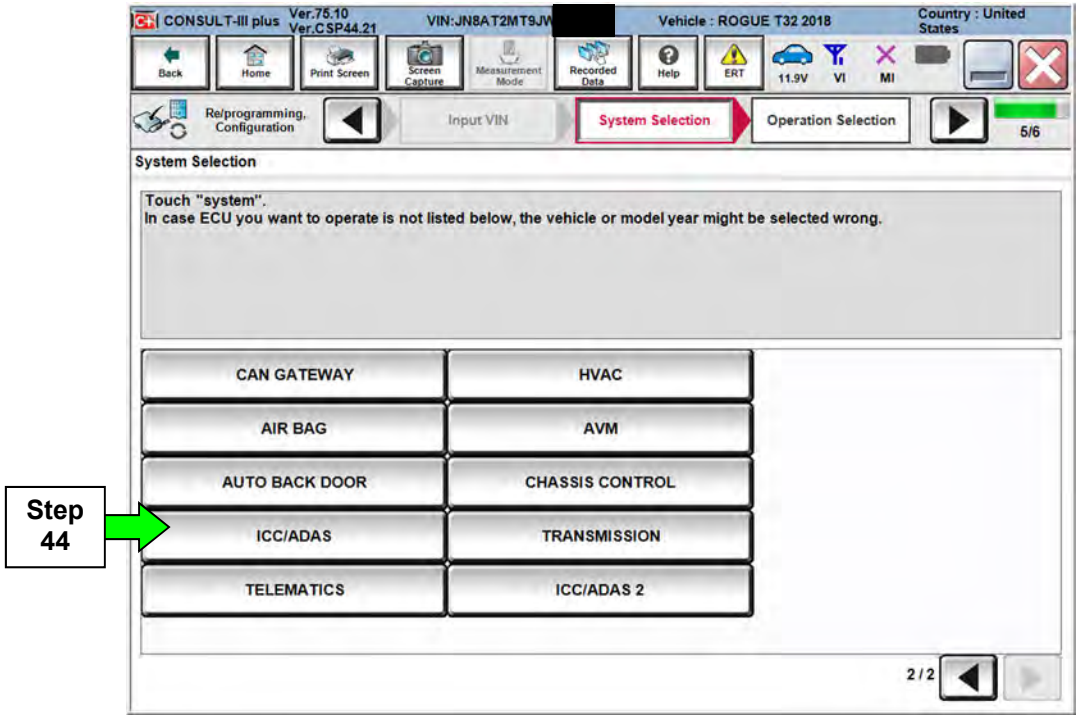


Figure 25

45. Select **Reprogramming**.

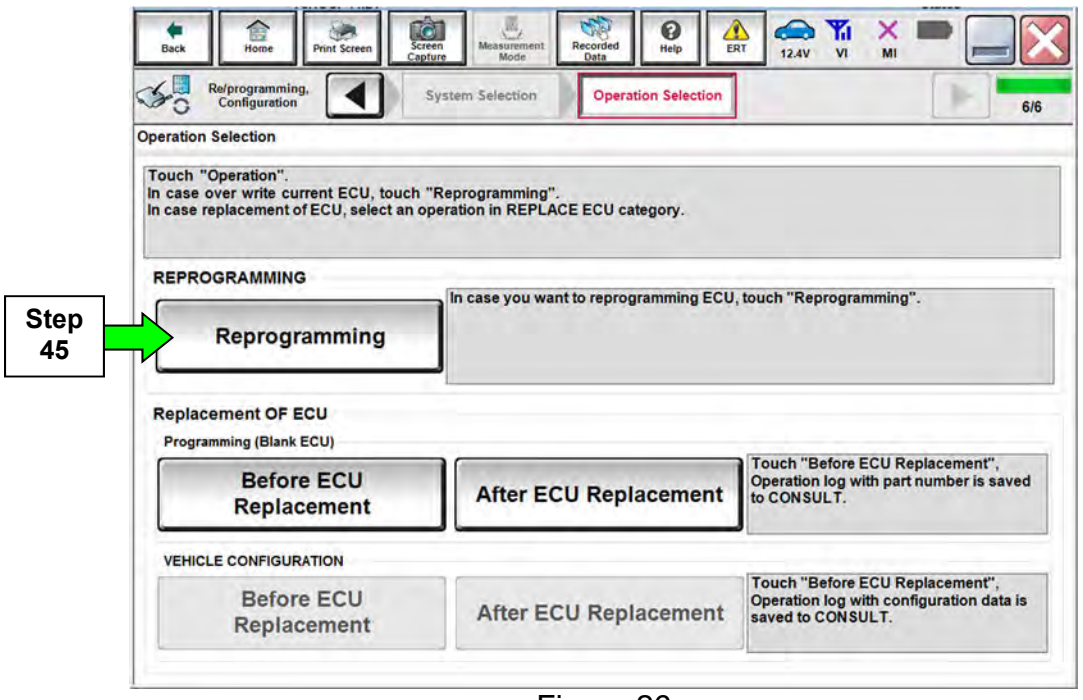


Figure 26

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).

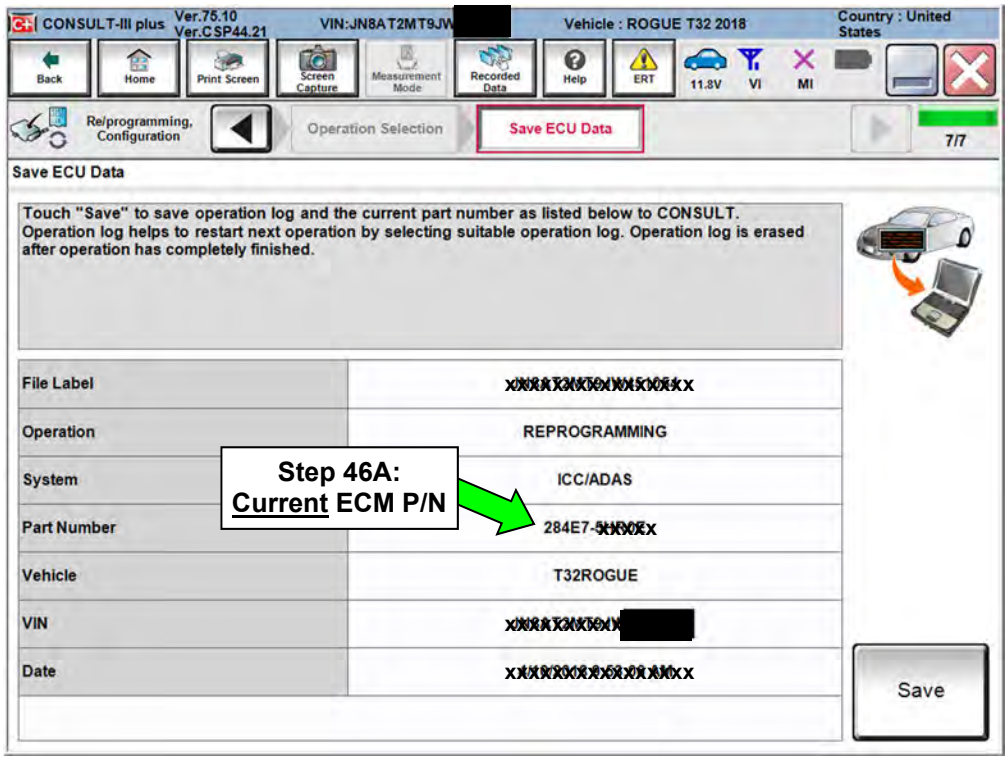


Figure 27

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

47. Follow the on-screen instructions to navigate C-III plus and reprogram the ICC/ADAS.

- Refer to steps 21-34 starting on page 10 for further details.

NOTE:

- In some cases, more than one new P/N for reprogramming is available.
  - ➢ If more than one new P/N is available, the screen in Figure 28 displays.
  - ➢ Select and use the reprogramming option that does **not** have the message "Caution! Use ONLY with NTBXX-XXX".
- If you get this screen and it is blank (no reprogramming listed), it means there is no reprogramming available for this vehicle. Close C-III plus and refer back to ASIST for further diagnosis.

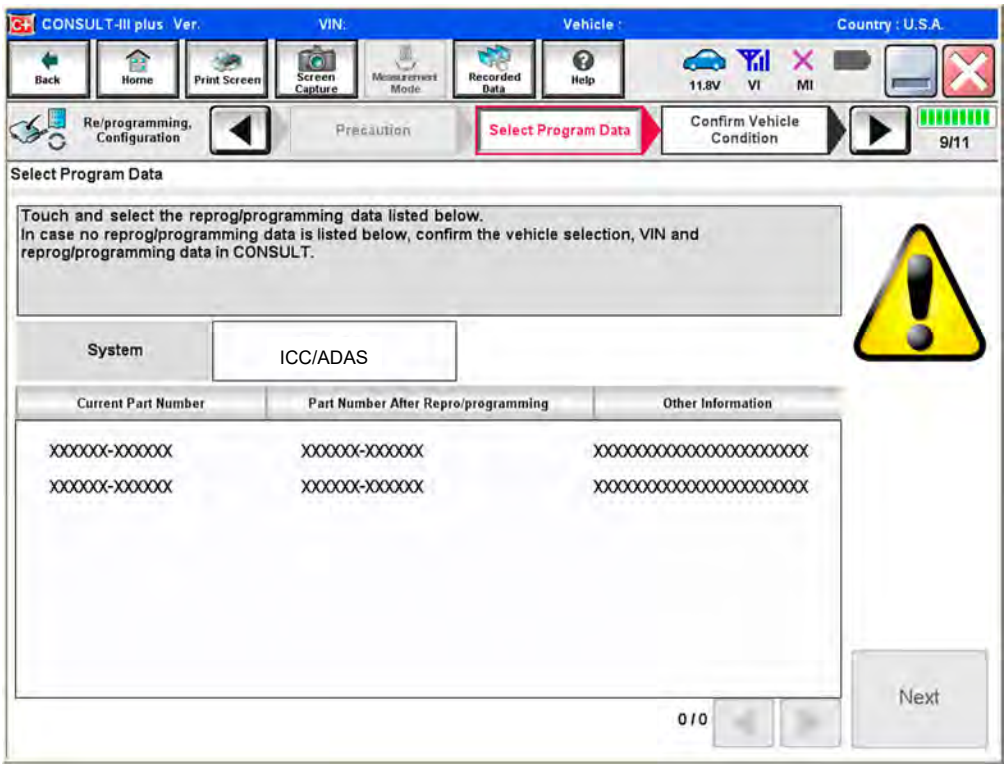


Figure 28

48. When the screen in Figure 29 displays, reprogramming is complete.

    NOTE: If the screen in Figure 29 does not display (indicating that reprogramming did not complete), refer to ICC/ADAS recovery on the next page.

49. Disconnect the GR8 (battery charger) from the vehicle.

50. Select **Next**.

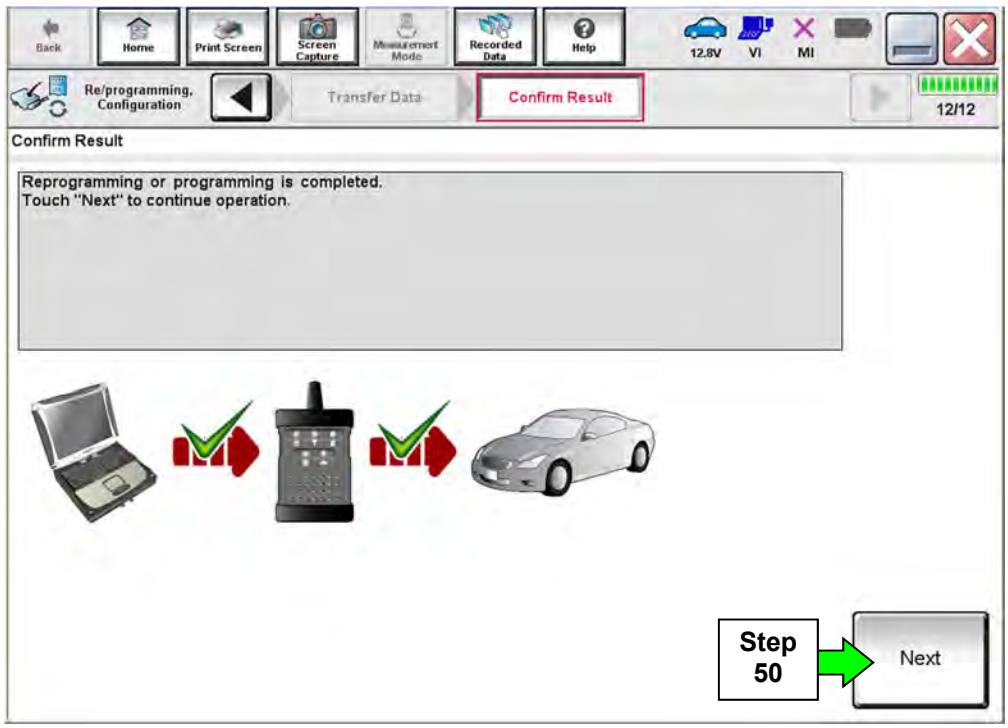


Figure 29

NOTE:

- In the next steps (page 26), you will perform DTC erase.
- This operation is required before C-III plus will provide the final reprogramming confirmation report.

ICC/ADAS Recovery

<u>Do not disconnect plus VI or shut down Consult III plus if reprogramming does not complete</u>.

If reprogramming does <u>not</u> complete and the "!?" icon displays as shown in Figure 30:

- Check battery voltage (12.0 - 15.5 V).
- Ignition is ON, engine OFF.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- **Select <u>retry</u> and follow the on screen instructions.**
- <u>"Retry" may not go through on first attempt and can be selected more than once</u>.

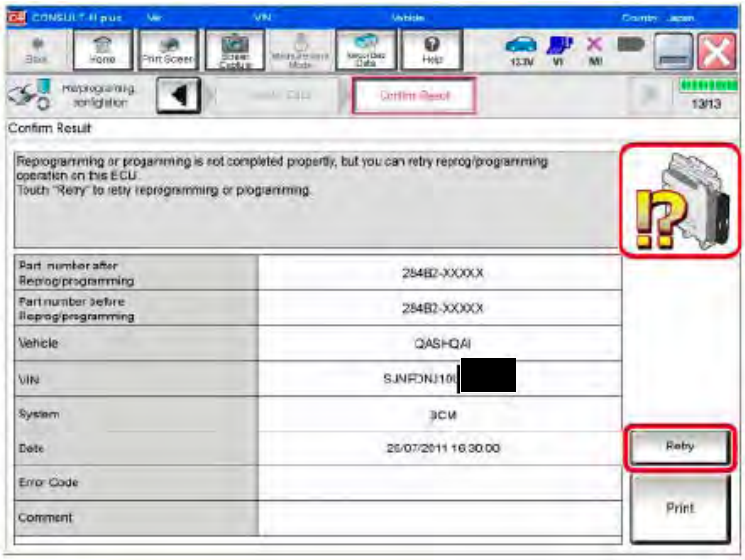


Figure 30

If reprogramming does <u>not</u> complete and the "X" icon displays as shown in Figure 31:

- Check battery voltage (12.0 - 15.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine OFF.
- Transmission is in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- **Select <u>Home</u>, and restart the reprogram procedure from the beginning.**

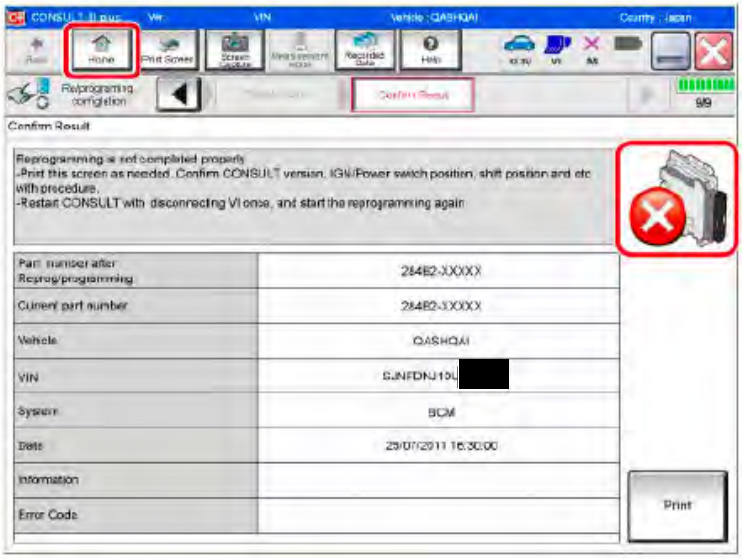


Figure 31

51. Follow the on on-screen instructions to erase DTCs.
    - If needed, refer to step 38 on page 18 for further details.
52. When the entire reprogramming process is complete, the screen in Figure 32 will display.
53. Verify the before and after part numbers are different.
54. Print a copy of this screen (Figure 32) and attach it to the repair order for warranty documentation.
55. Select **Confirm**.

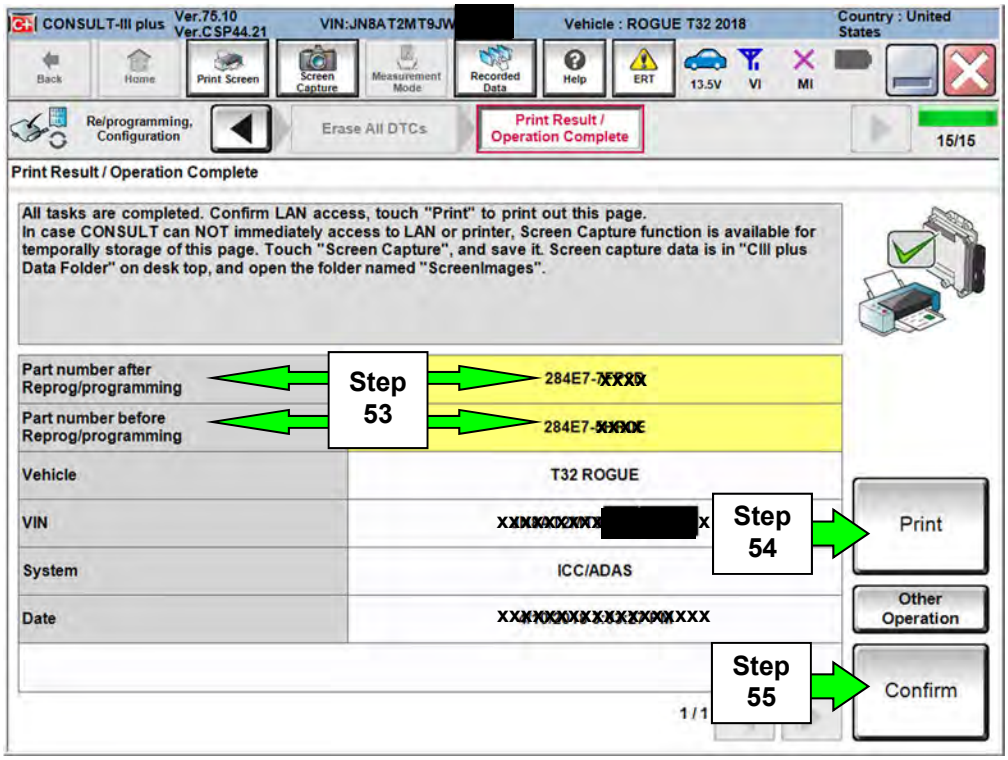


Figure 32

56. Close C-III plus.
57. Turn the ignition OFF.
58. Disconnect the plus VI from the vehicle.
59. Test drive the vehicle and make sure it operates correctly and the MIL is OFF.
    - If the MIL comes ON, go back to ASIST for further diagnostic information.
    - Diagnosis and repairs beyond ICC/ADAS or LASER/RADAR reprogramming or replacement are not covered by this bulletin.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Laser/Radar Control Unit **(1)**	28438-5FA3A	1

(1) Do not replace this control unit unless directed to by step 20 on page 9.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

- **Claim a combination of the following as needed.**

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram Laser/Radar Control Unit	(1)	RX6FAA	ZE	32	0.4 (3)

OR, If part is replaced.

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace Laser/Radar Control Unit	(1)	RD45AA	ZE	32	(2,3)

And, on the same line

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram ICC/ADAS Control Unit	(1)	RX6EAA	ZE	32	0.4 (3)

(1) Refer to the electronic parts catalog and use the Distance Sensor (28438-*****) part number as the Primary Failed Part (PFP).

(2) Reference the current Nissan Warranty Flat Rate Manual and use the indicated FRT.

(3) FRT allows adequate time to access DTC codes. No other diagnostic procedures subsequently required. Do NOT claim any Diagnostic Op Codes with this claim.

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SERVICE BULLETIN

Classification:	Reference:	Date:
EL18-005b	NTB18-041b	March 19, 2019

2017-2018 ROGUE, ROGUE HYBRID, AND ROGUE SPORT; FALSE ACTIVATION OF AEB, FEB, OR FCW

This bulletin has been amended. See AMENDMENT HISTORY on the last page.
Please discard 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) falsely activated or the customer reports false activation of:

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

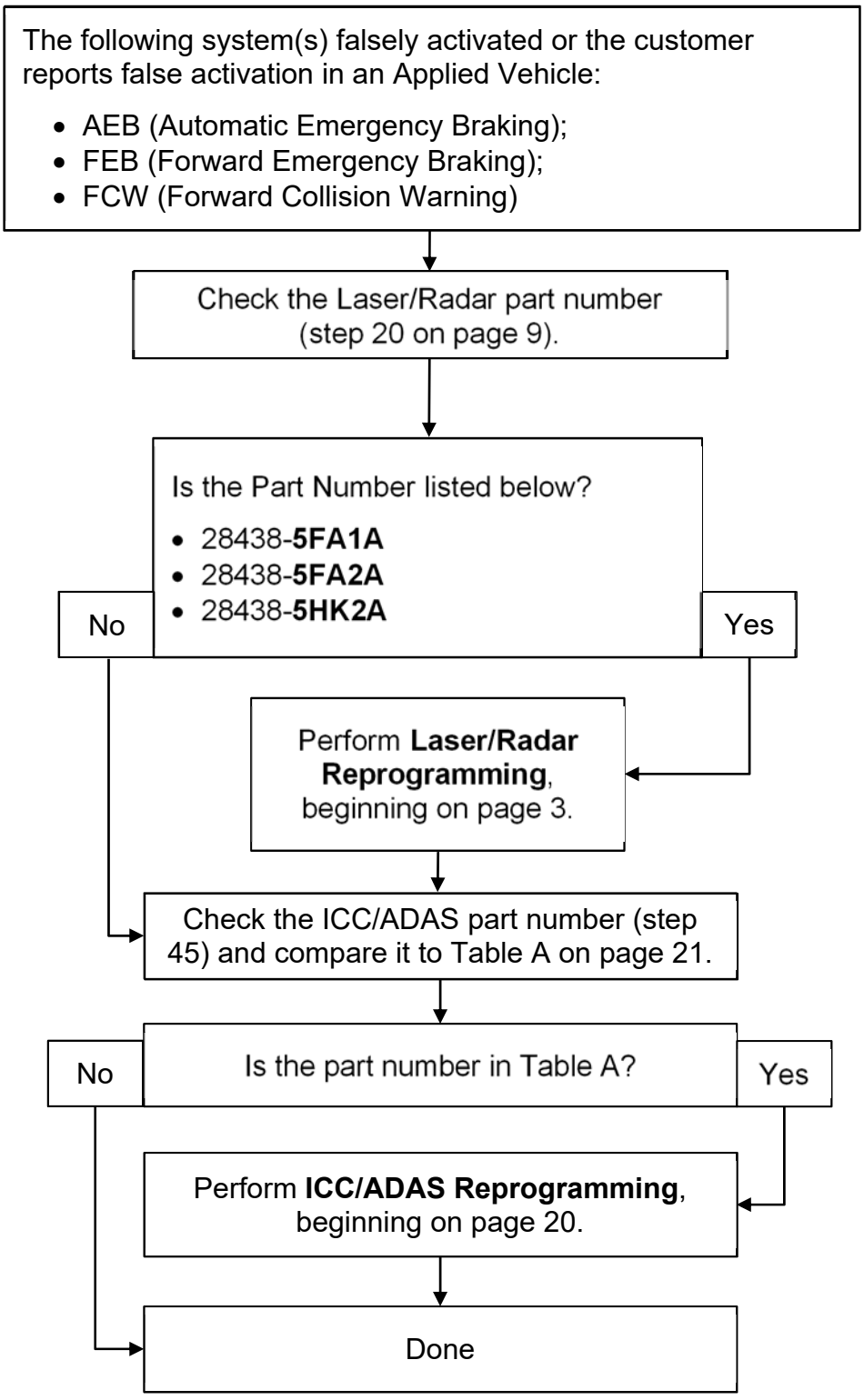
ACTION

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 reprogramming is not performed, refer to the Electronic Service Manual (ESM) for further diagnostic information.

SERVICE PROCEDURE

Laser/Radar Reprogramming

IMPORTANT: Before starting, make sure:

- ASIST on the CONSULT PC has been synchronized (updated) to the current date.
- All CONSULT–III plus (C-III plus) software updates (if any) have been installed.
- The CONSULT PC is connected to the internet via a cable or Wi-Fi.
  - Later in the procedure you will be required to enter your User Name and Password.
  - The CONSULT PC must be connected to the Internet.
  - If you do not know your User Name and Password, contact your Service Manager.
- A screen print for Warranty documentation can be done from the CONSULT PC during this process while still connected to the vehicle.
- No Diagnostic Trouble Codes (DTCs) are stored.
  - Use C-III plus to perform Self Diagnosis for all systems.
  - If there are any DTCs: diagnose, perform repairs, and erase DTCs **before** continuing.

1. Connect the plus Vehicle Interface (plus VI) to the vehicle.
   - Make sure to use the correct VI for C-III plus (plus VI).

   CAUTION: Make sure the plus VI is securly connected. If the plus VI connection is loose during reprogramming, the process will be interrupted and the **control unit may be damaged.**

2. Connect the AC Adapter to the CONSULT PC.

   CAUTION: Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the **control unit may be damaged**.

3. Connect the GR-8 to the vehicle battery:
   - Set the GR-8 to “Power Supply” mode.

> **CAUTION** : DO NOT use a standard battery charger for Hybrid vehicles. Make sure to connect the GR-8 securely to the 12V battery. Make sure the battery voltage stays between 12.0V and 15.5V during reprogramming. If the battery voltage goes out of this range during reprogramming, the **control unit may be damaged**.

4. Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI.

> **CAUTION:** Make sure to turn OFF all external Bluetooth® devices. If Bluetooth® signal waves are within range of the CONSULT PC and the plus VI during reprogramming, reprogramming may be interrupted and the **control unit may be damaged**.

5. Turn the ignition ON with the engine OFF.
   - The engine must not start or run during the reprogramming procedure.

6. Turn OFF all vehicle electrical loads such as exterior lights, interior lights, HVAC, blower, rear defogger, audio, NAVI, seat heater, steering wheel heater, etc.

7. Turn ON the CONSULT PC.

8. Start C-III plus.

9. Wait for the plus VI to be recognized.
    - Serial number will display when the plus VI is recognized.

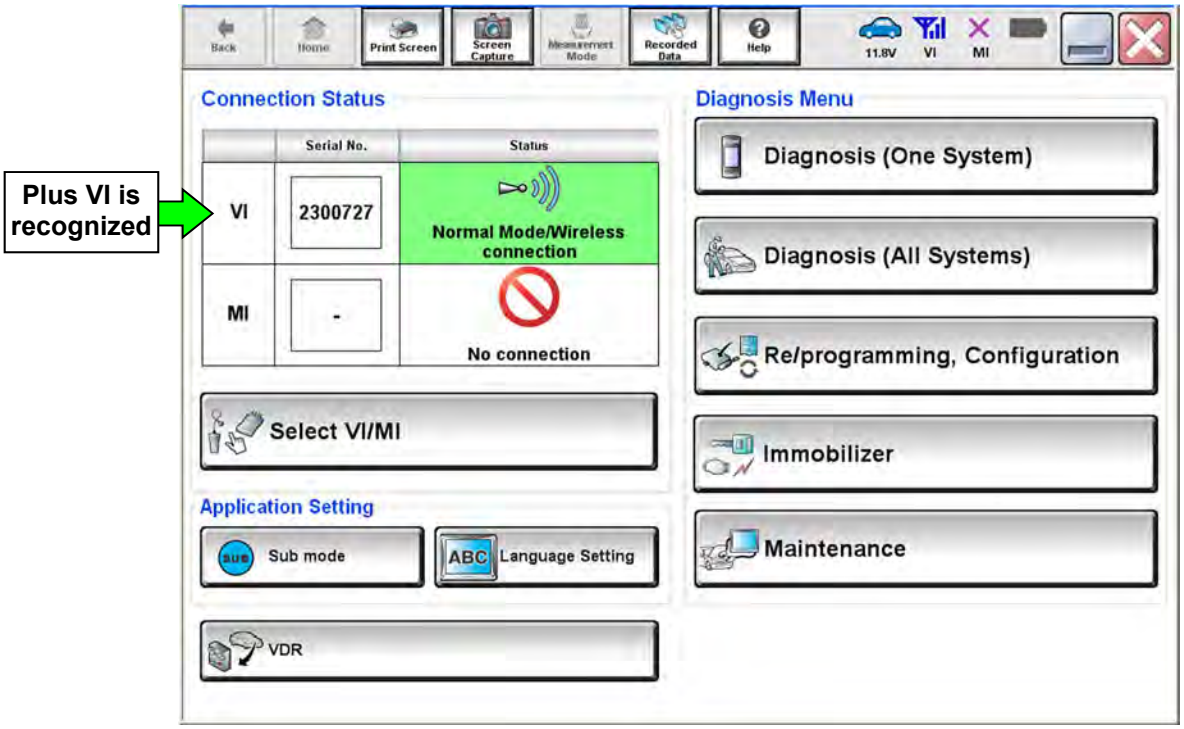


Figure 1

10. Select **Re/programming, Configuration**.

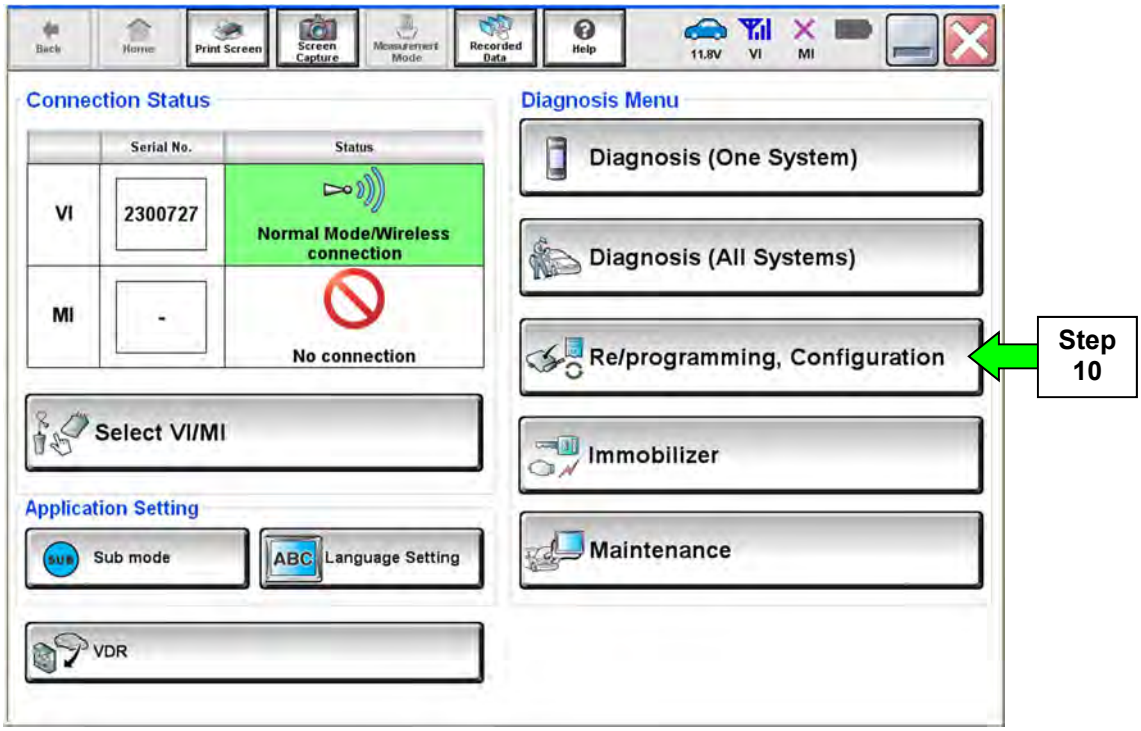


Figure 2

11. Use arrows (if needed) to view and read all precautions.
12. Check the box confirming the precautions have been read.
13. Select **Next**.

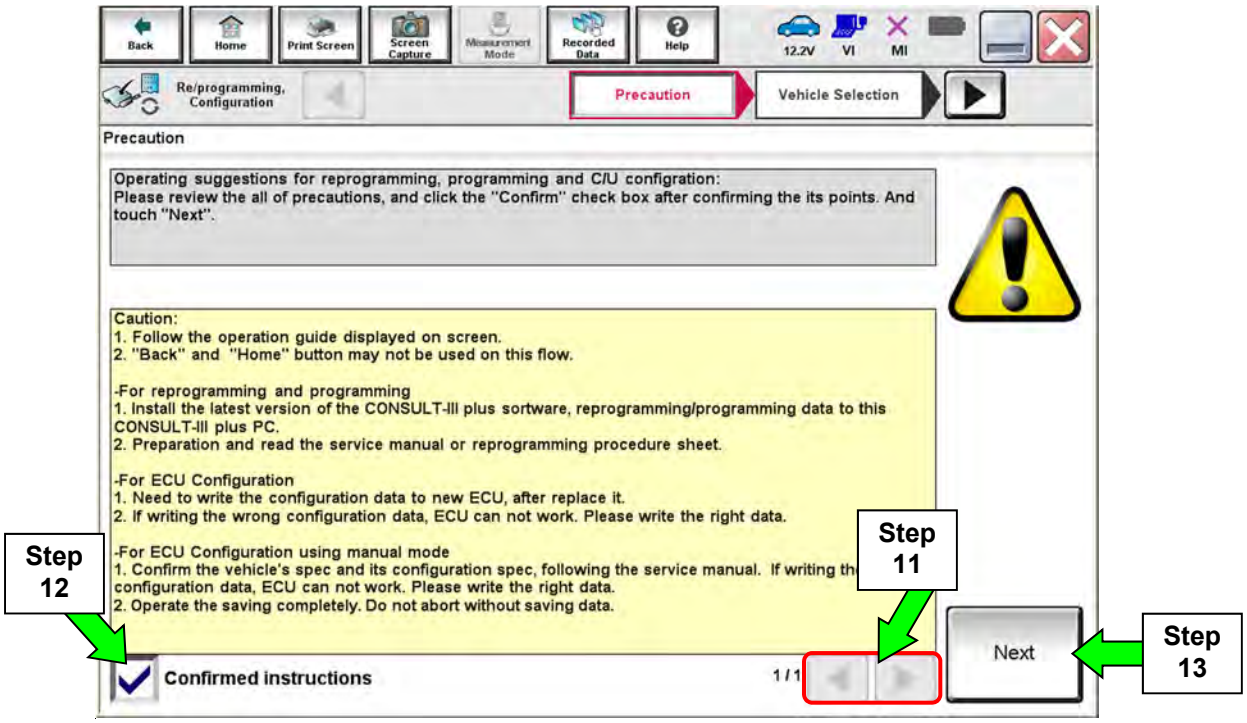


Figure 3

14. Select **Automatic Selection(VIN)**.

- If the screen in Figure 4 does not display, skip to step 15.

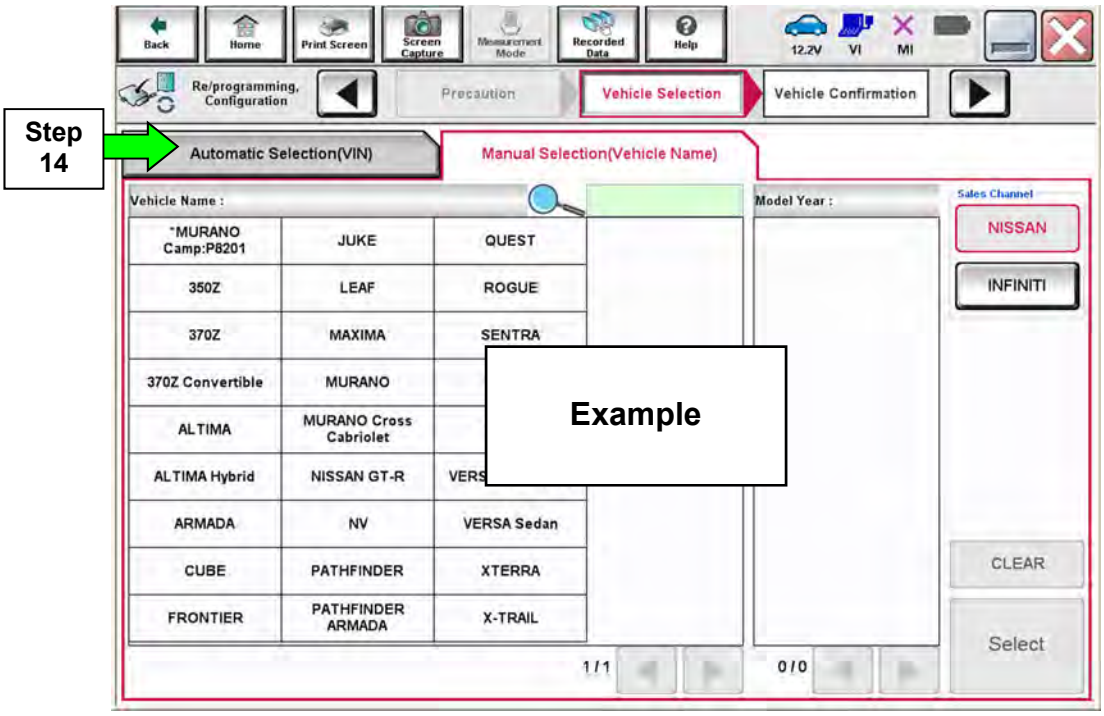


Figure 4

15. Make sure **VIN or Chassis #** matches the vehicle's VIN.

16. If the correct VIN is displayed, select **Confirm**.

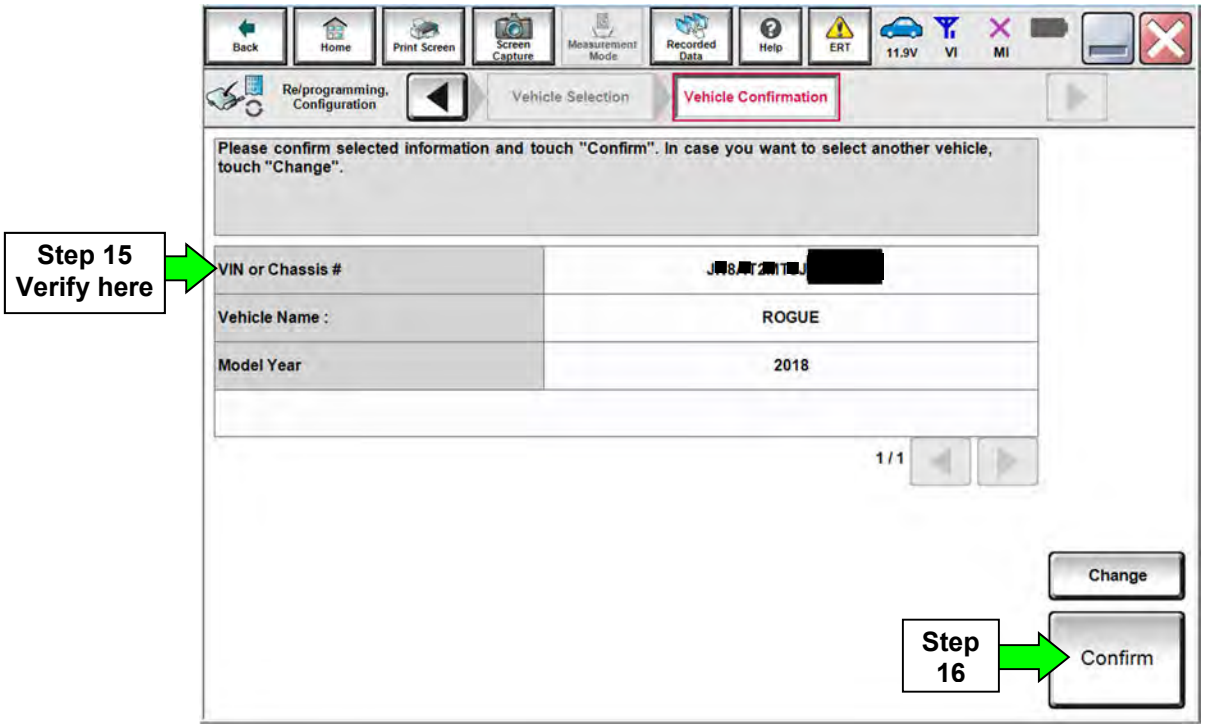


Figure 5

17. Select **Confirm**.

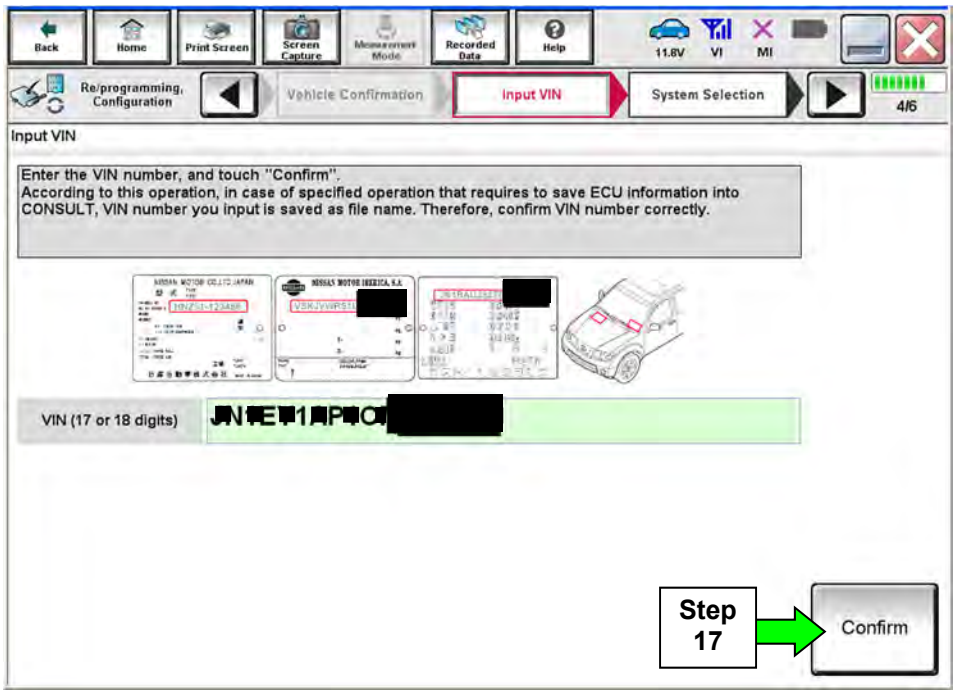


Figure 6

18. Select **LASER/RADAR**.

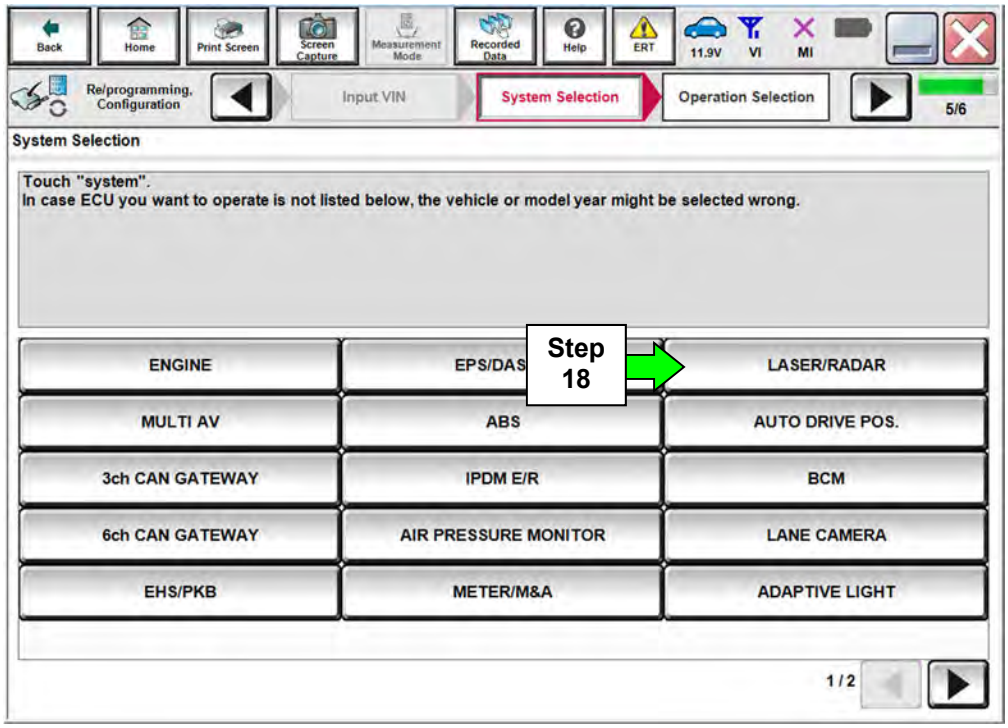


Figure 7

19. Select **Reprogramming**.

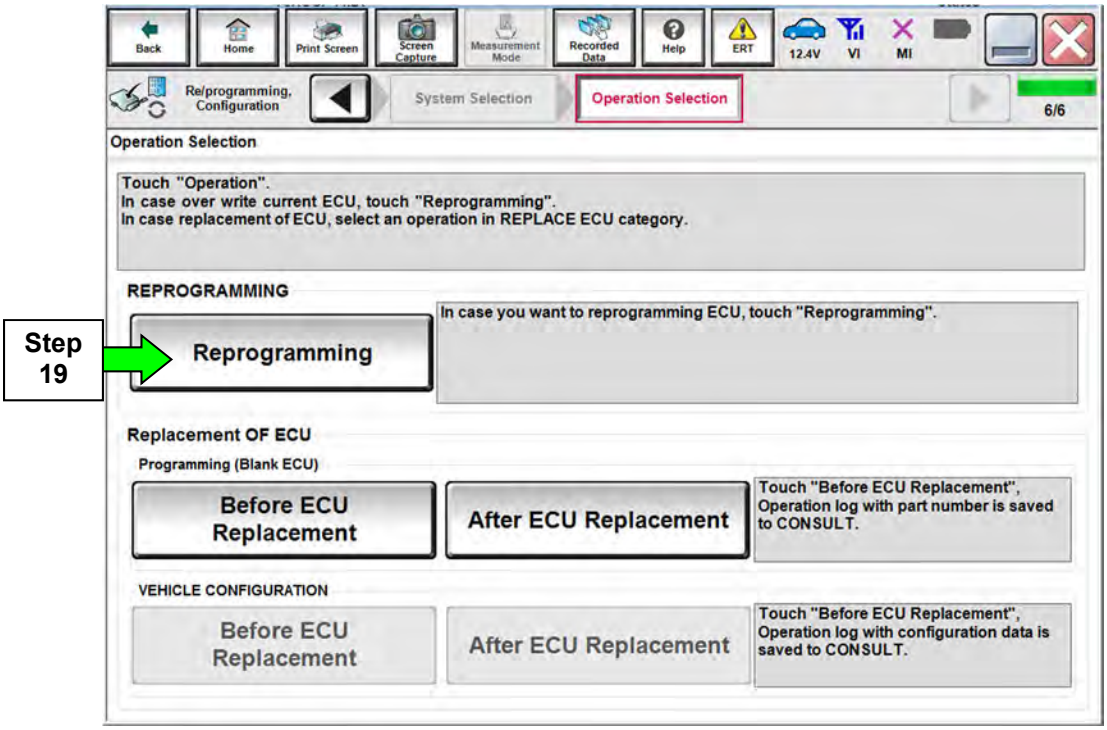


Figure 8

20. When you get to the screen shown in Figure 9, confirm that a reprogram is available with the flow chart below.

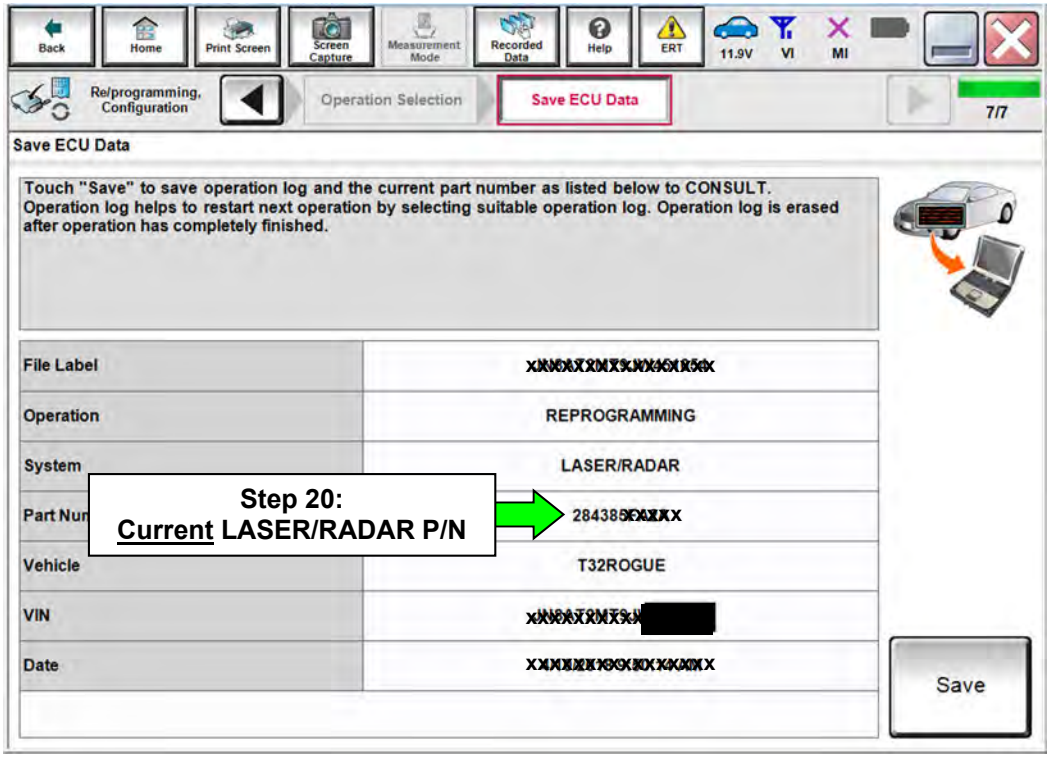


Figure 9

Find the LASER/RADAR **Part Number** and write it on the repair order.

NOTE: This is the current LASER/RADAR Part Number (P/N).

Is the Part Number listed below?

- 28438-**5FA1A**
- 28438-**5FA2A**
- 28438-**5HK2A**

No

Yes

Proceed to **ICC/ADAS Reprogramming** on page 20.

Continue with the reprogramming procedure on page 10.

21. Select **Save**.

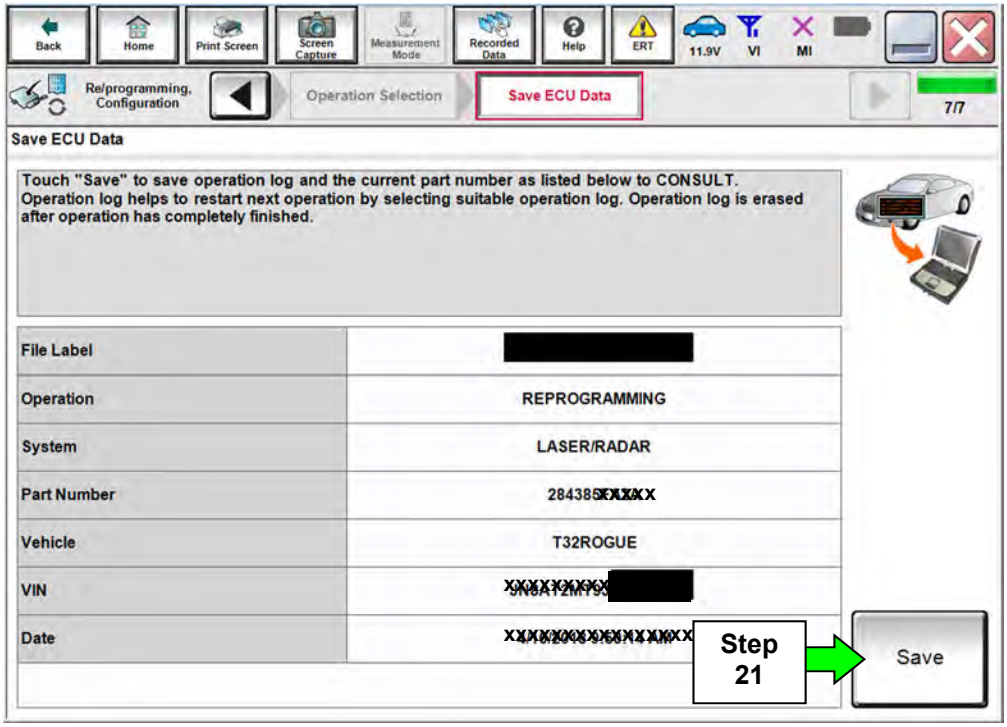


Figure 10

22. Use arrows (if needed) to view and read all precautions.

23. Check the box confirming the precautions have been read.

24. Select **Next**.

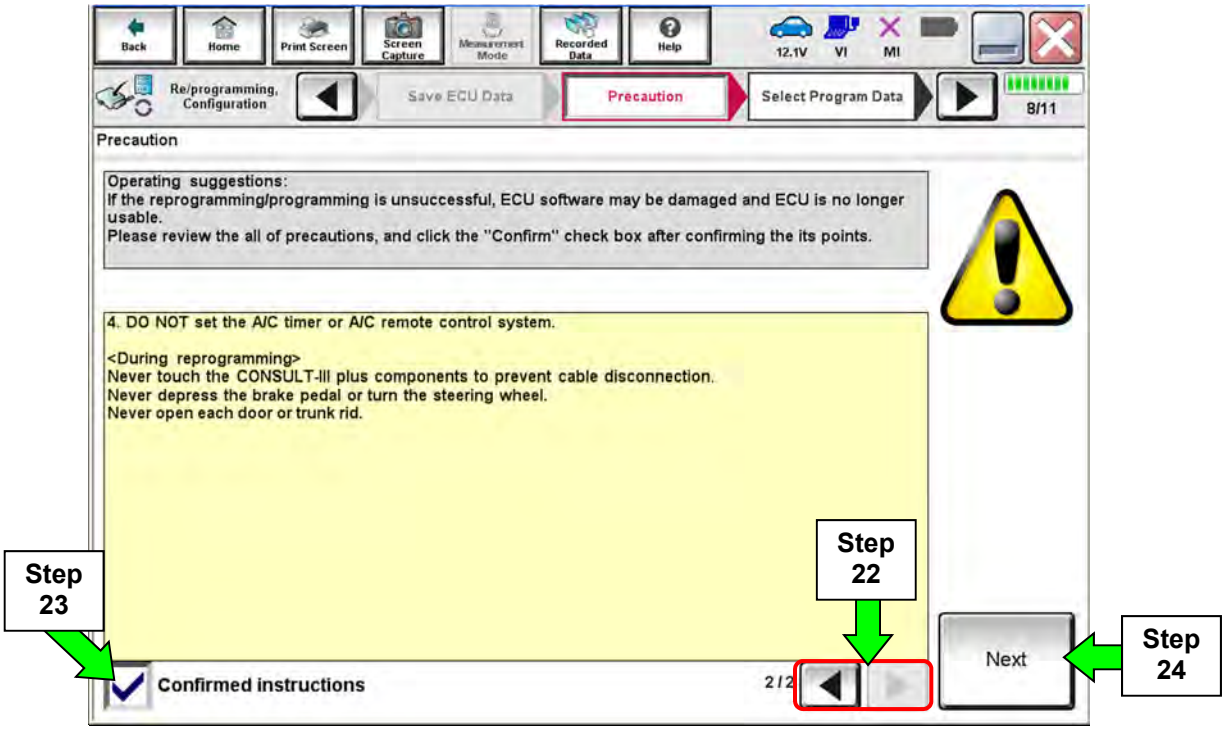


Figure 11

25. Read the **Current Part Number** and **Part Number After Reprogramming**. They should be different.

26. Select **Next**.

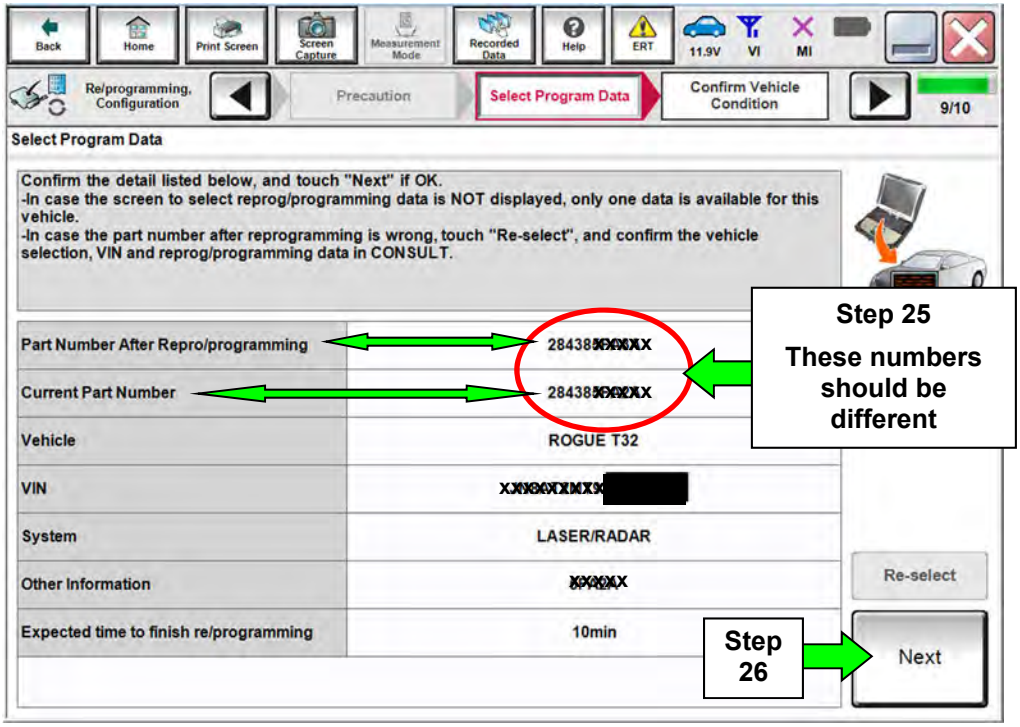


Figure 12

NOTE:

- In some cases, more than one new P/N for reprogramming is available.
  - ➢ If more than one new P/N is available, the screen in Figure 13 displays.
  - ➢ Select and use the reprogramming option that does **not** have the message "Caution! Use ONLY with NTBXX-XXX".
- If you get this screen and it is blank (no reprogramming listed), it means there is no reprogramming available for the Laser/Radar control unit in this vehicle. Proceed to **ICC/ADAS Reprogramming**.

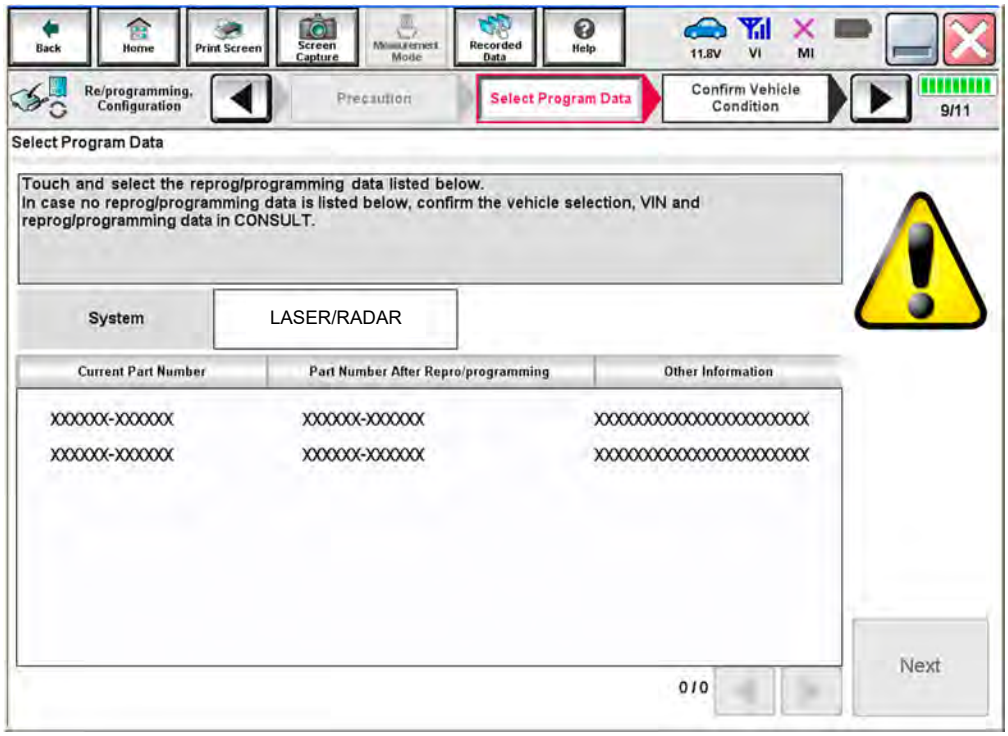


Figure 13

27. Make sure **OK** is highlighted **green** (battery voltage must be between **12.0 and 15.5 Volts**).

28. Select **Next**.

    IMPORTANT: Battery voltage must stay between **12.0 and 15.5 Volts** during reprogramming or reprogramming may be interrupted and the control unit may be damaged.

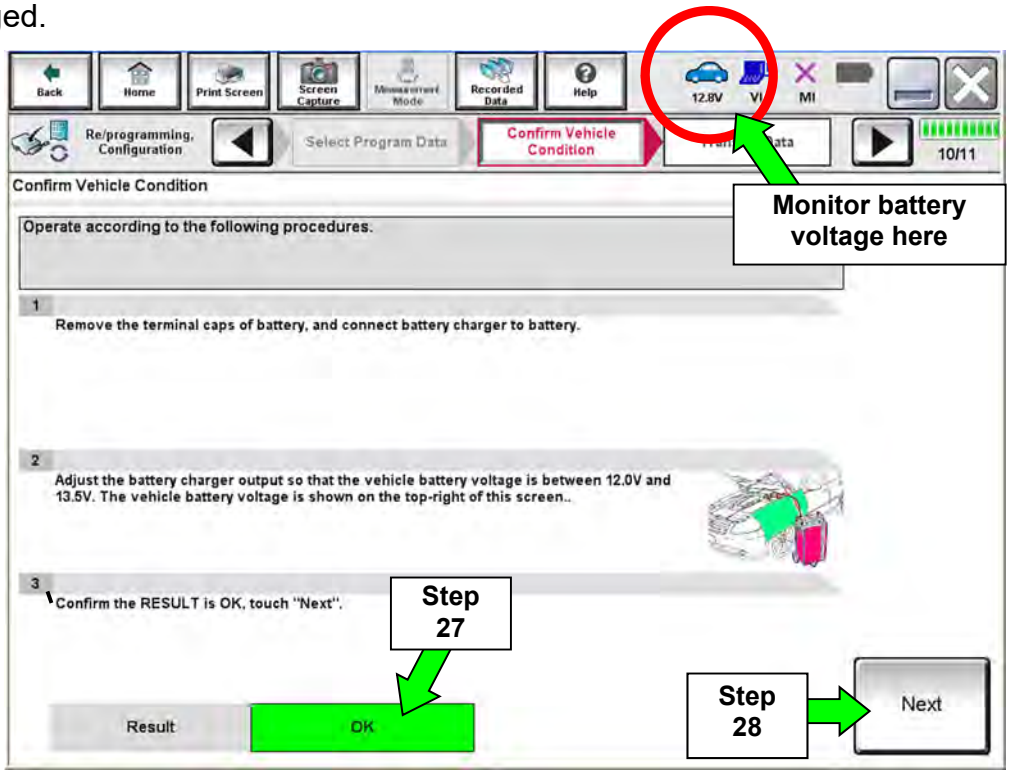


Figure 14

29. Confirm all Judgment items are OK, then select **Start**.

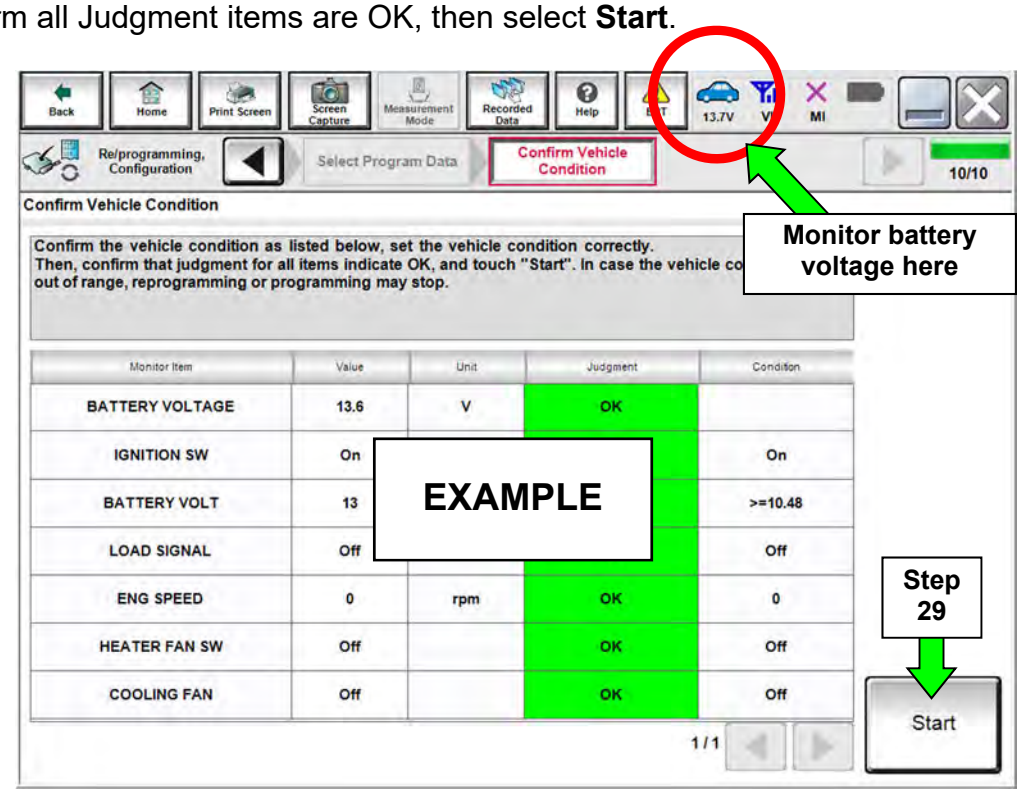


Figure 15

30. Select **USA/CANADA Dealers**.

31. Select **OK**.

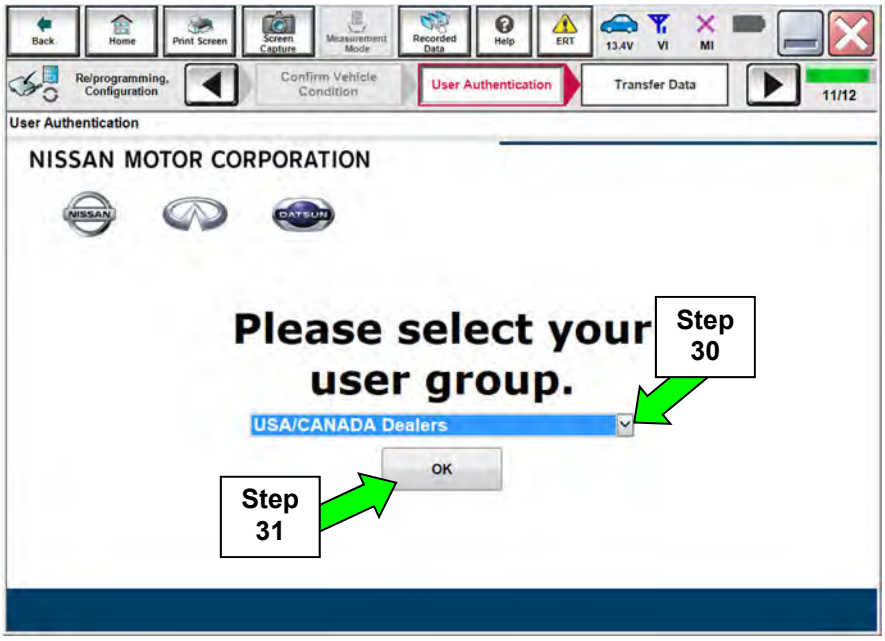


Figure 16

NOTE:

- The above screen may not display if the CONSULT PC has remained ON since the last reprogramming.
- If the CONSULT PC is not connected to the Internet, the screen in Figure 17 will display.

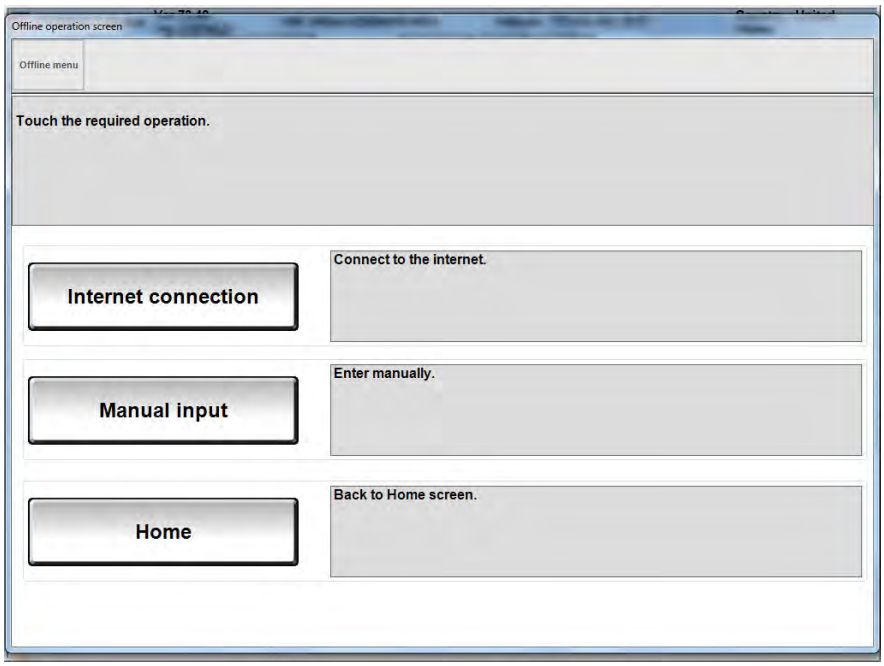


Figure 17

NOTE: In the next steps, the reprogramming process will begin when **Submit** is selected.

32. Enter your **Username** and **Password**.

- The CONSULT PC must be connected to the Internet via cable or Wi-Fi.
- If you do not know your User Name and Password, contact your Service Manager.

33. Select **Submit**.

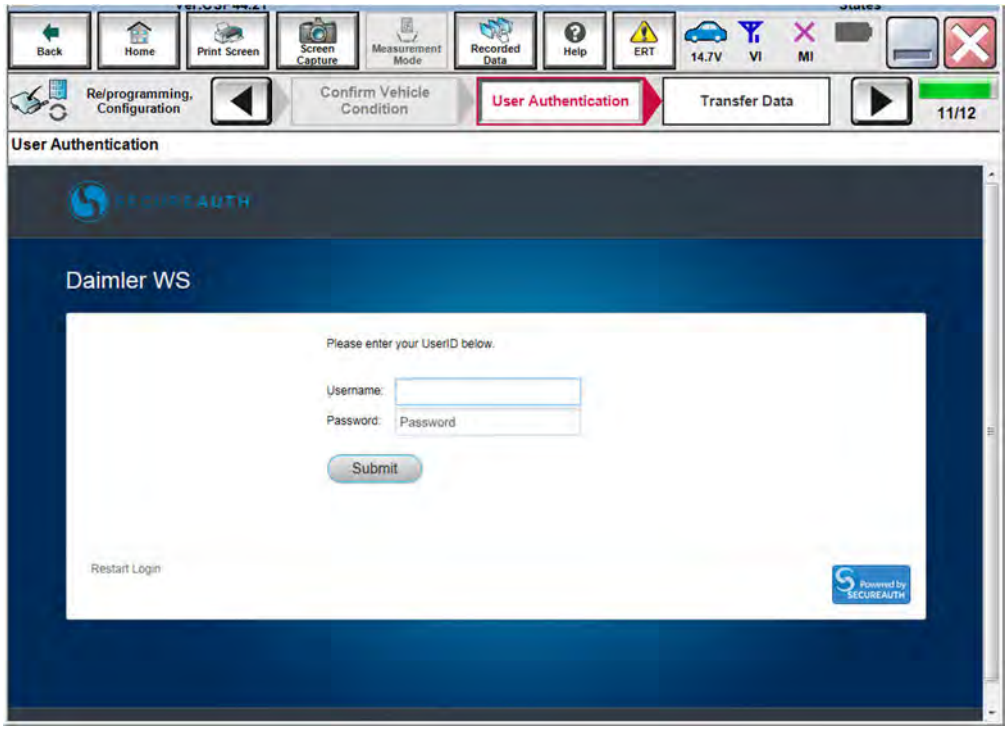


Figure 18

34. Wait for both progress bars to complete.

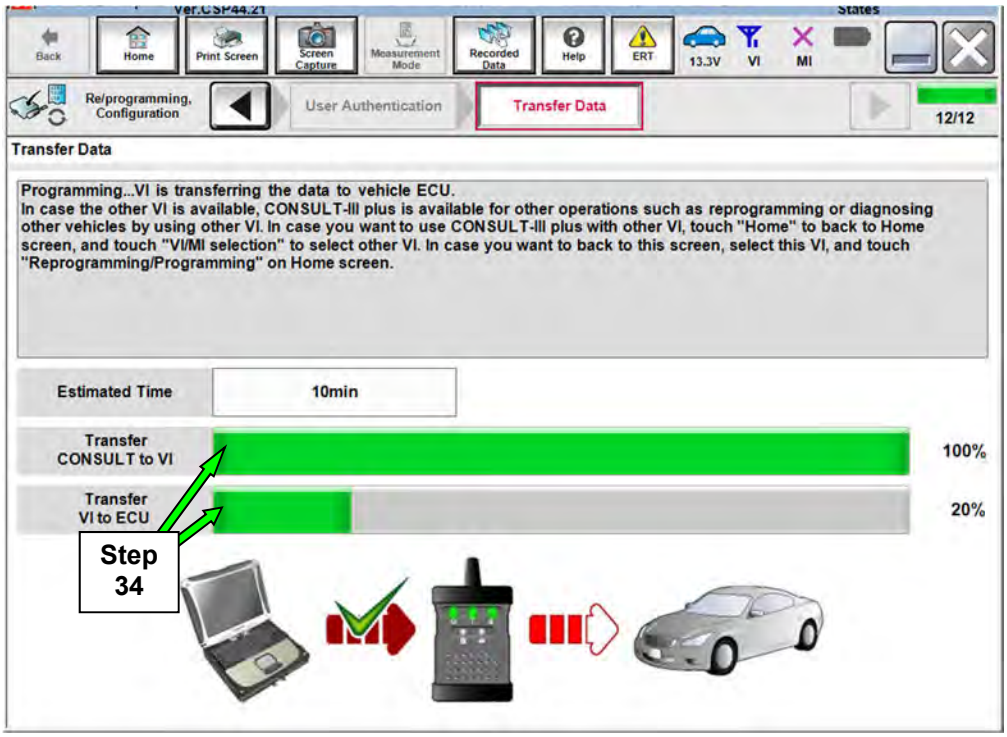


Figure 19

35. When the screen in Figure 20 displays, the reprogramming is complete.

    NOTE: If the screen in Figure 20 does not display (indicating that reprogramming did not complete), refer to the information on the next page.

36. Disconnect the battery charger from the vehicle.

37. Select **Next**.

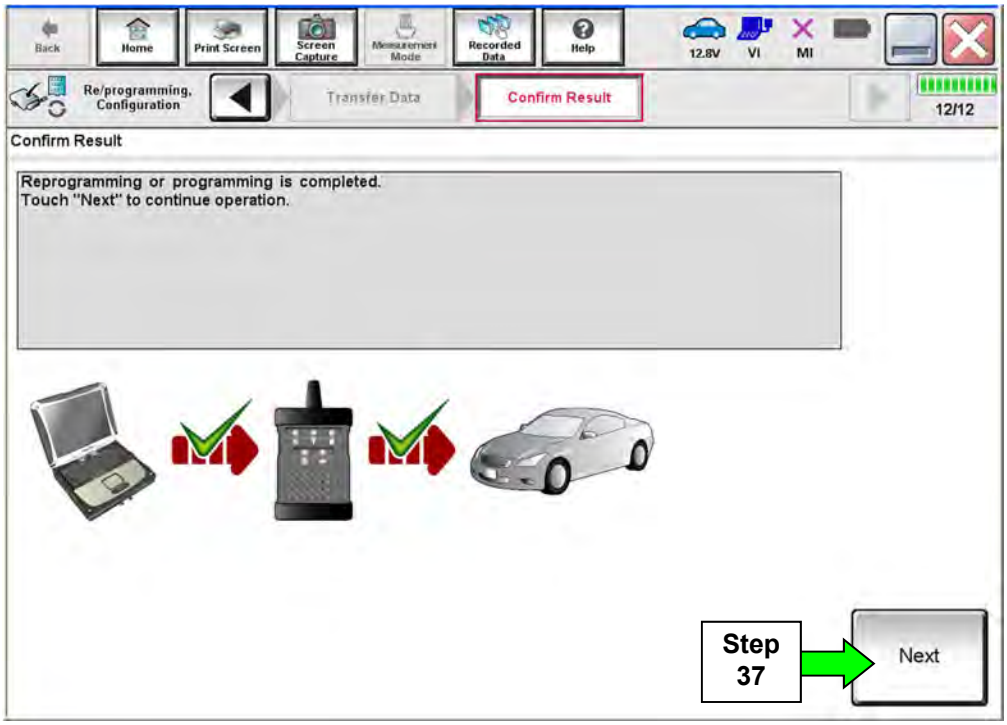


Figure 20

NOTE: Additional steps/operations are required before C-III plus will provide the final reprogramming confirmation report. Continue with the reprogramming procedure on page 18.

Laser/Radar Recovery

<u>Do not disconnect plus VI or shut down Consult III plus if reprogramming does not complete</u>.

If reprogramming does <u>not</u> complete and the "!?" icon displays as shown in Figure 21:

- Check battery voltage (12.0 - 15.5 V).
- Ignition is ON, engine OFF.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- **Select <u>retry</u> and follow the on screen instructions.**
- <u>"Retry" may not go through on first attempt and can be selected more than once</u>.

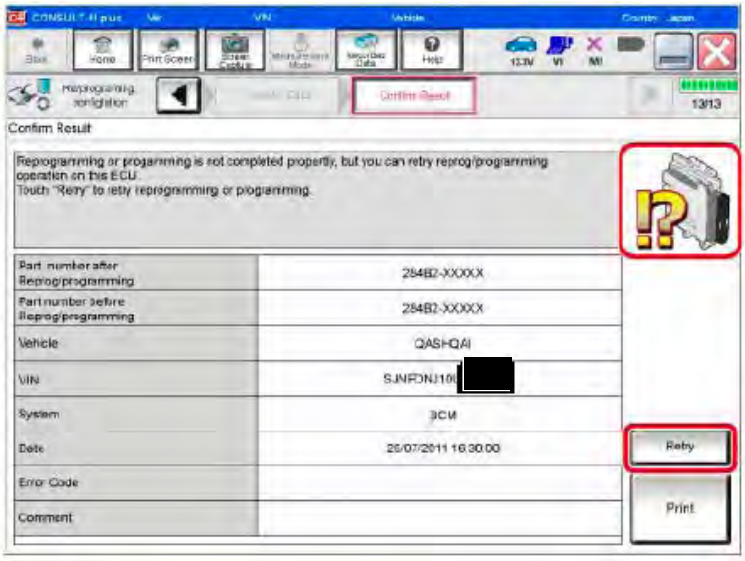


Figure 21

If reprogramming does <u>not</u> complete and the "X" icon displays as shown in Figure 22:

- Check battery voltage (12.0 - 15.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine OFF.
- Transmission is in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- **Select <u>Home</u>, and restart the reprogram procedure from the beginning.**

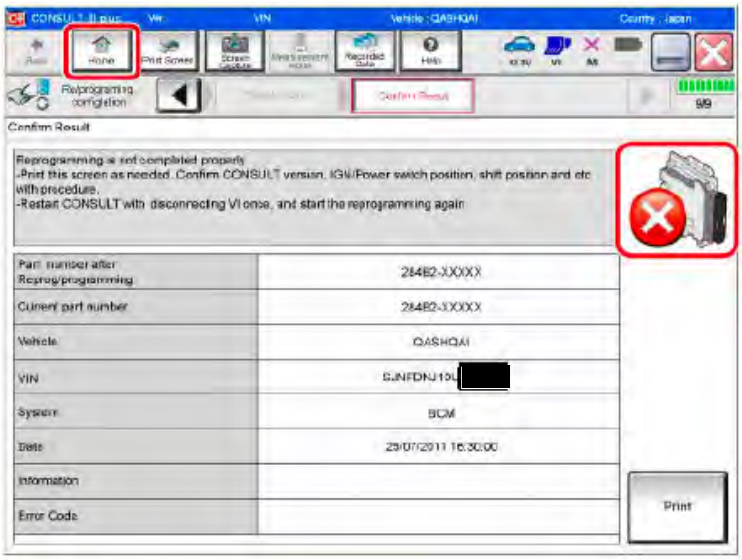


Figure 22

38. **Erase all DTCs** as follows:
    a. Turn the ignition OFF.
    b. Turn the ignition ON.
    c. Wait for DTC erase to complete.

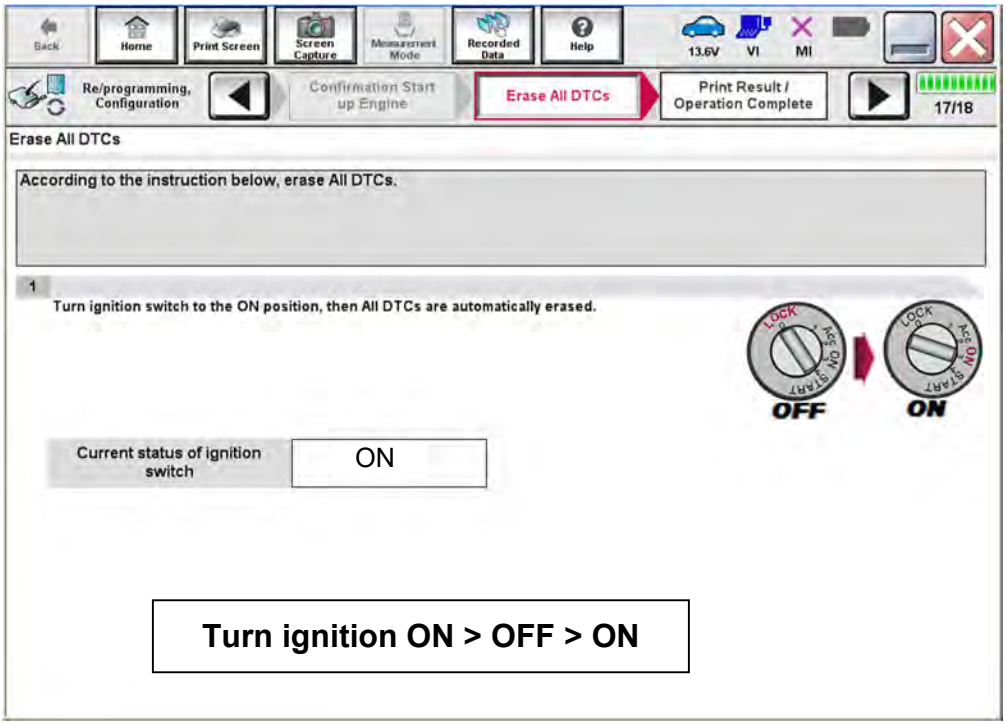


Figure 23

39. Verify the before and after part numbers are different.

40. Print a copy of this screen (Figure 24) and attach it to the repair order.

NOTE: If you cannot print the screen:

a. Select Screen Capture.

b. Name the file.

c. Save the file in My Documents.

- A copy of the screen is now saved in the CONSULT PC. It can be retrieved and printed at a later time.

41. Select **Confirm**.

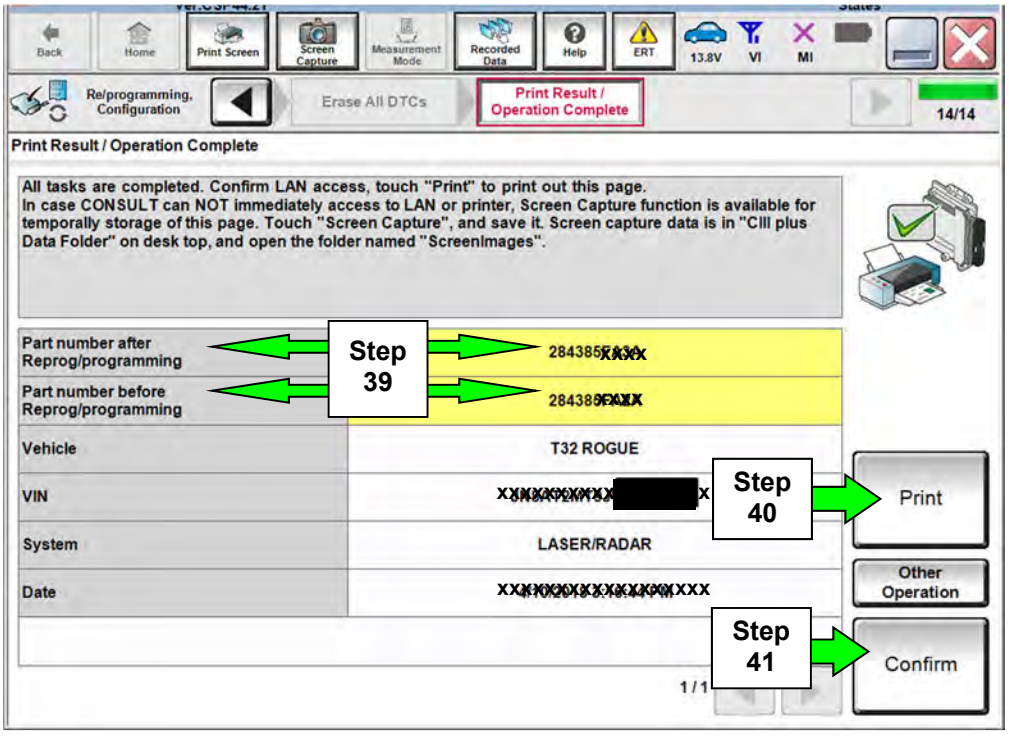


Figure 24

ICC/ADAS Reprogramming

IMPORTANT: LASER/RADAR control unit reprogramming must be performed first (if indicated by the flow chart on page 9) before proceeding.

42. Refer to steps 1-17 starting on page 3 to navigate to Figure 25.

43. Select **ICC/ADAS**.

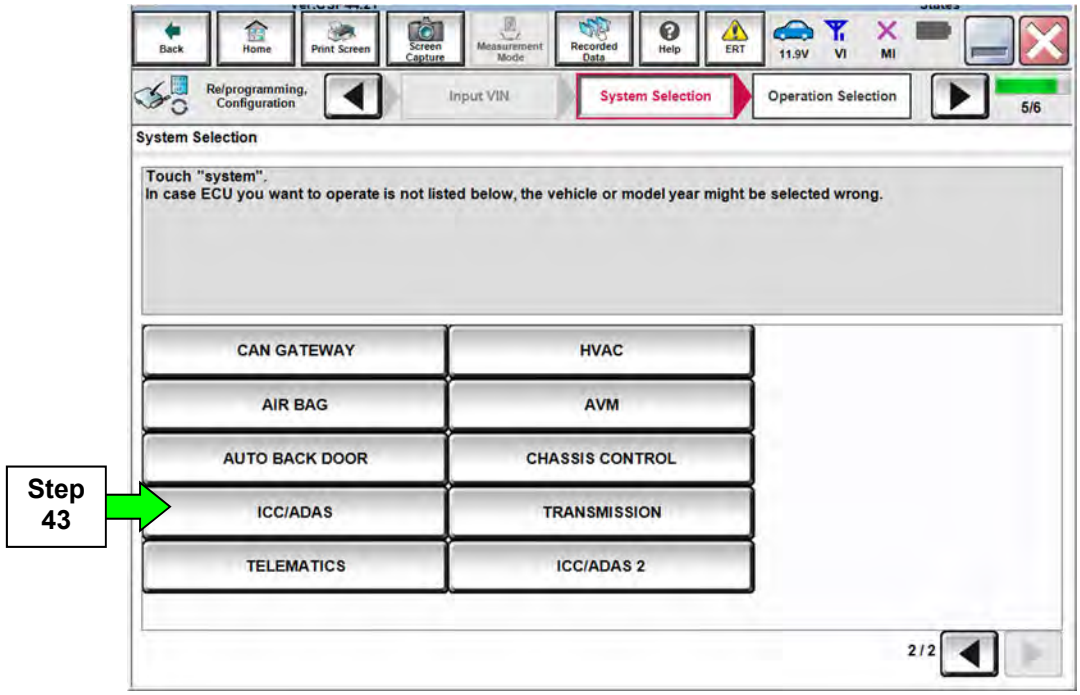


Figure 25

44. Select **Reprogramming**.

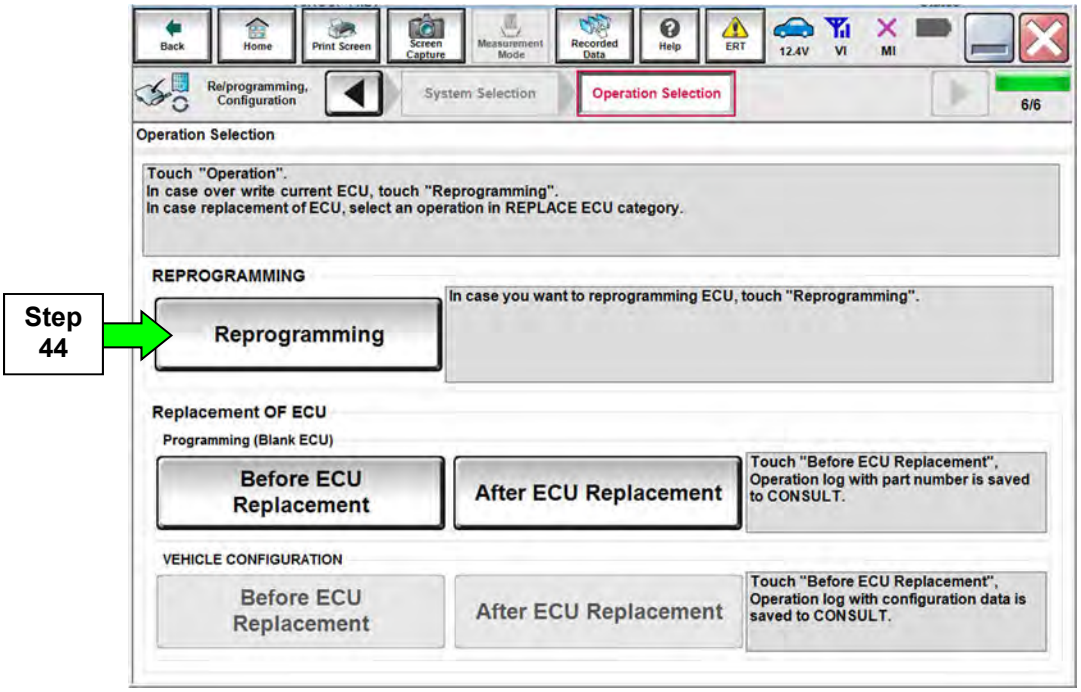


Figure 26

45. 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).

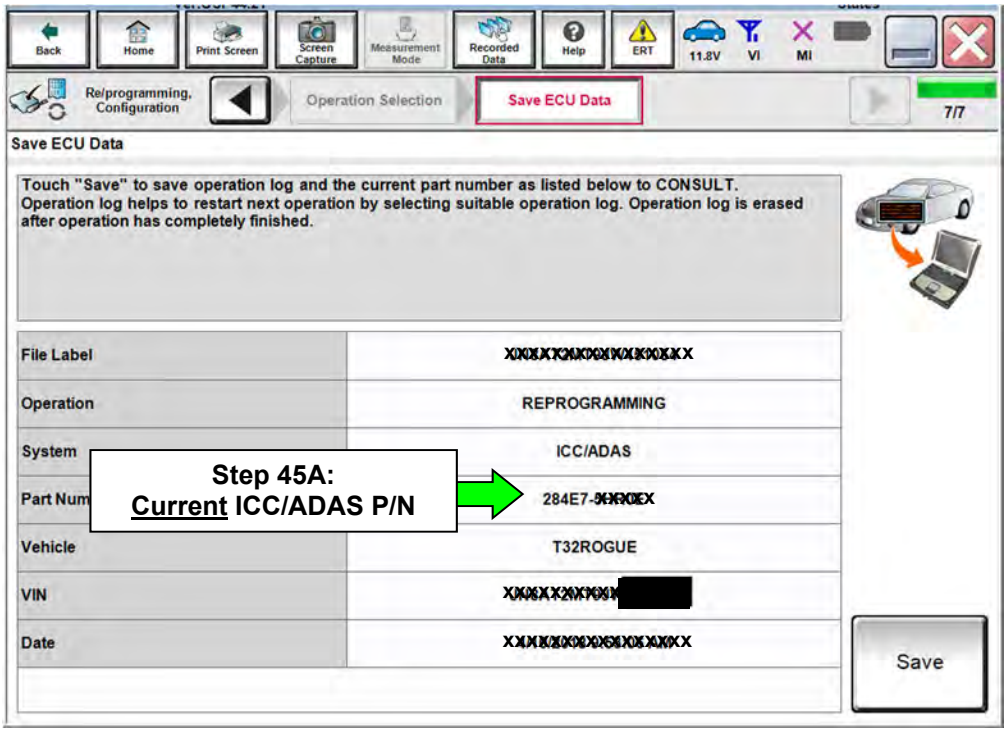


Figure 27

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 55.

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

46. Follow the on-screen instructions to navigate C-III plus and reprogram the ICC/ADAS.
    - Refer to steps 21-34 starting on page 10 for further details.

NOTE:

- In some cases, more than one new P/N for reprogramming is available.
    - ➢ If more than one new P/N is available, the screen in Figure 28 displays.
    - ➢ Select and use the reprogramming option that does **not** have the message "Caution! Use ONLY with NTBXX-XXX".
- If you get this screen and it is blank (no reprogramming listed), it means there is no reprogramming available for this vehicle. Close C-III plus and refer back to ASIST for further diagnosis.

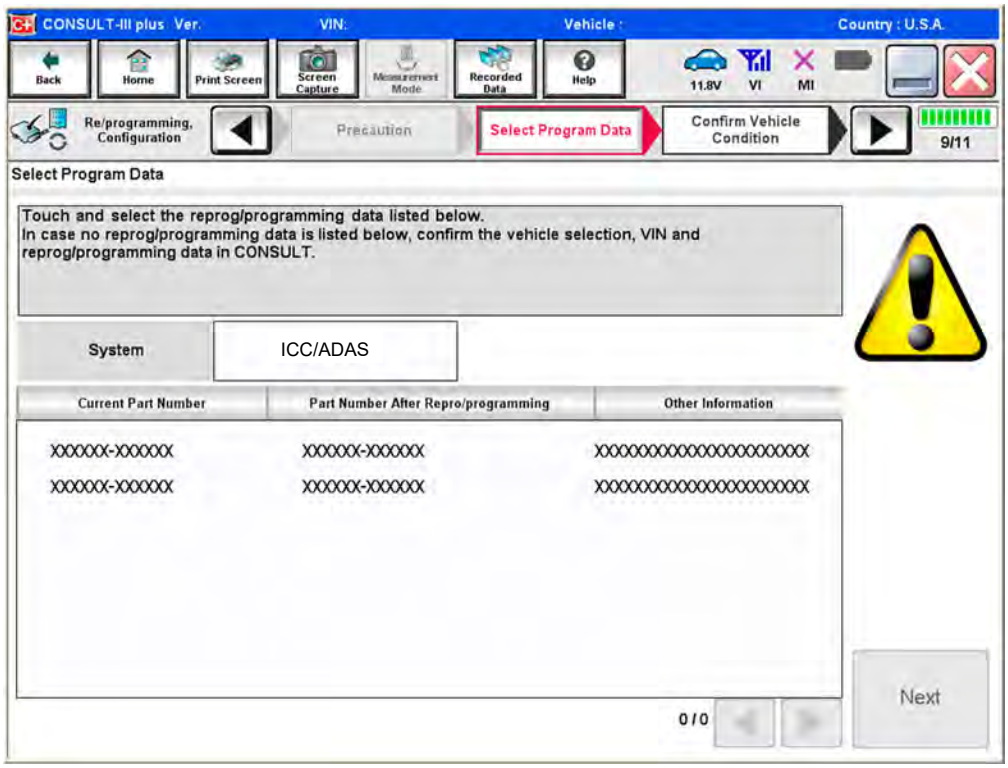


Figure 28

47. When the screen in Figure 29 displays, reprogramming is complete.

    NOTE: If the screen in Figure 29 does not display (indicating that reprogramming did not complete), refer to ICC/ADAS recovery on the next page.

48. Disconnect the GR8 (battery charger) from the vehicle.

49. Select **Next**.

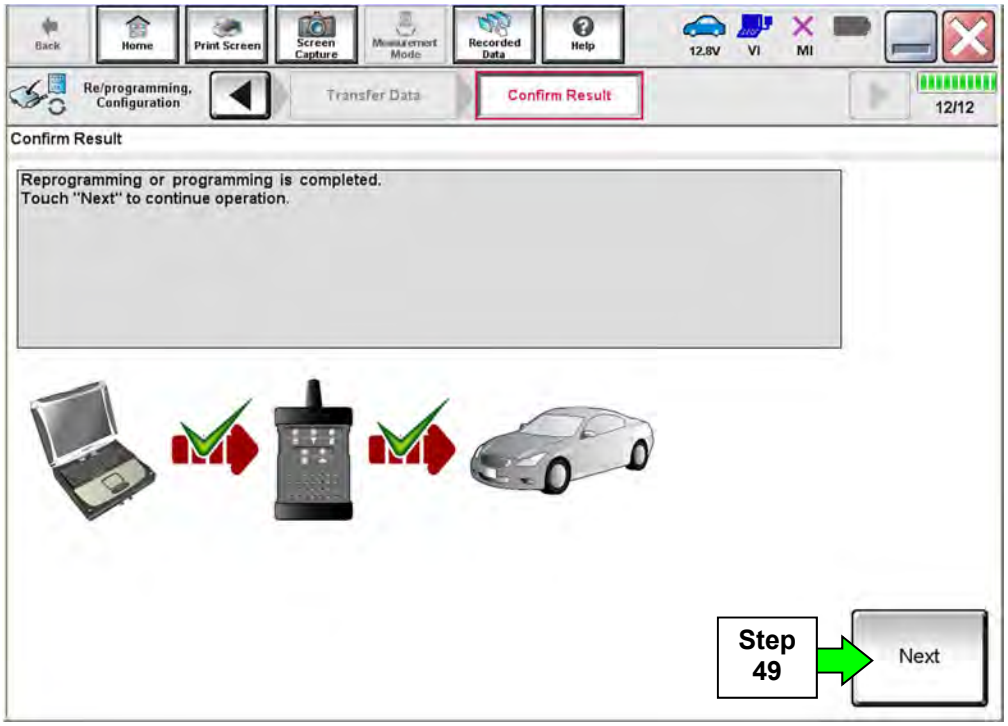


Figure 29

NOTE:

- In the next steps (page 25), you will perform DTC erase.
- This operation is required before C-III plus will provide the final reprogramming confirmation report.

ICC/ADAS Recovery

<u>Do not disconnect plus VI or shut down Consult III plus if reprogramming does not complete</u>.

If reprogramming does <u>not</u> complete and the "!?" icon displays as shown in Figure 30:

- Check battery voltage (12.0 - 15.5 V).
- Ignition is ON, engine OFF.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- **Select <u>retry</u> and follow the on screen instructions.**
- <u>"Retry" may not go through on first attempt and can be selected more than once</u>.

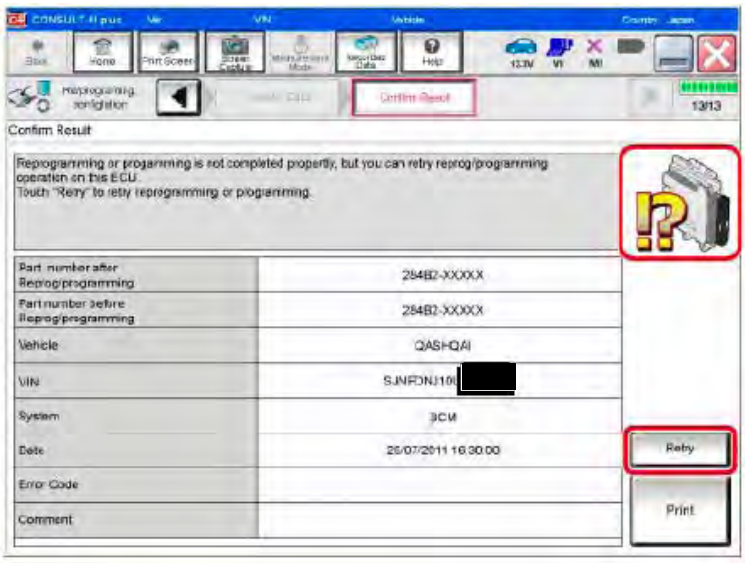


Figure 30

If reprogramming does <u>not</u> complete and the "X" icon displays as shown in Figure 31:

- Check battery voltage (12.0 - 15.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine OFF.
- Transmission is in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- **Select <u>Home</u>, and restart the reprogram procedure from the beginning.**

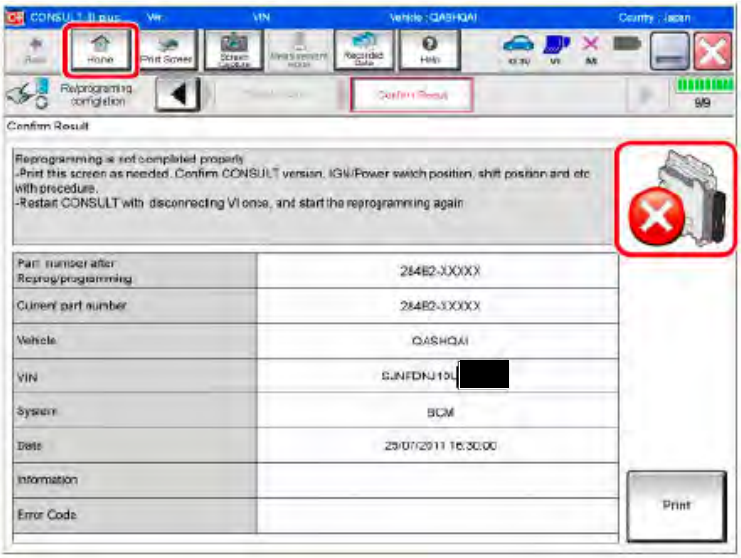


Figure 31

50. Follow the on on-screen instructions to erase DTCs.
    - If needed, refer to step 38 on page 18 for further details.
51. When the entire reprogramming process is complete, the screen in Figure 32 will display.
52. Verify the before and after part numbers are different.
53. Print a copy of this screen (Figure 32) and attach it to the repair order for warranty documentation.
54. Select **Confirm**.

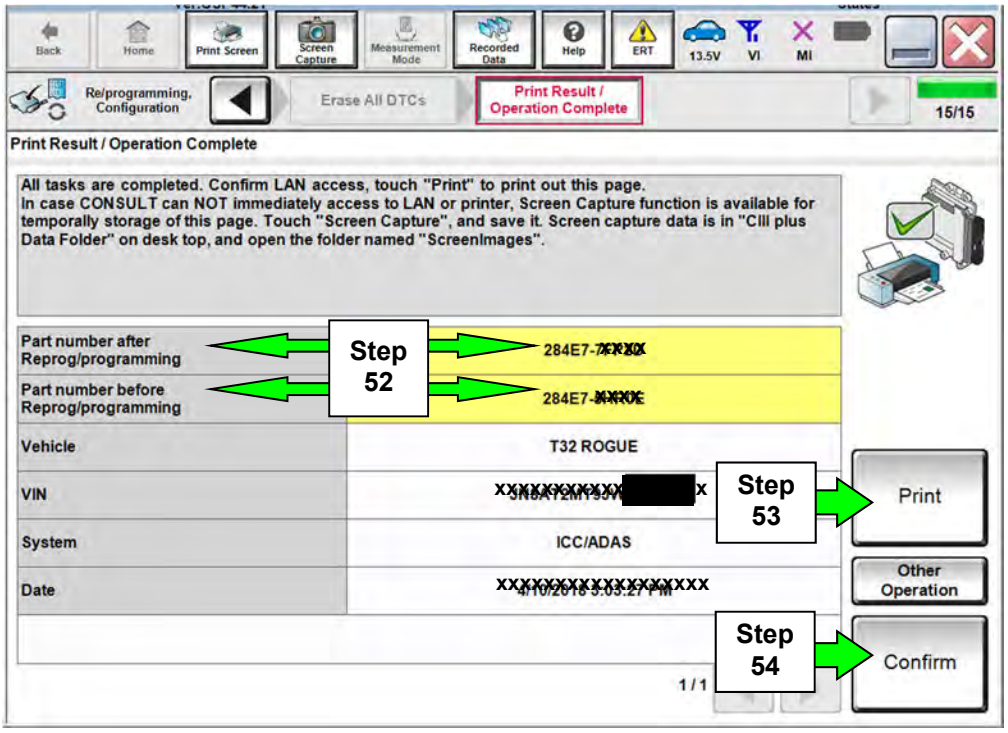


Figure 32

55. Close C-III plus.
56. Turn the ignition OFF.
57. Disconnect the plus VI from the vehicle.
58. Test drive the vehicle and make sure it operates correctly and the MIL is OFF.
    - If the MIL comes ON, go back to ASIST for further diagnostic information.
    - Diagnosis and repairs beyond ICC/ADAS or LASER/RADAR reprogramming or replacement are not covered by this bulletin.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram Laser/Radar Control Unit	(1)	RX6FAA	ZE	32	0.4 (2)

And, on the same line

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram ICC/ADAS Control Unit	(1)	RX6EAA	ZE	32	0.4 (2)

(1) Refer to the electronic parts catalog and use the Distance Sensor (28438-*****) part number as the Primary Failed Part (PFP).

(2) FRT allows adequate time to access DTC codes. No other diagnostic procedures subsequently required. Do NOT claim any Diagnostic Op Codes with this claim.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
June 8, 2018	NTB18-041	Original bulletin published.
July 19, 2018	NTB18-041a	Changes made throughout.
March 19, 2019	NTB18-041b	Laser/Radar Control Unit Replacement procedure and PARTS INFORMATION section removed. Title, Repair Overview, CLAIMS INFORMATION section, and page 9 revised.

PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2

DOCUMENTS

FIELD REPORTS



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

CDR File Information

User Entered VIN	KNMAT2MTXJP[redacted]
User	GARY TORGERSON
Case Number	[redacted]
EDR Data Imaging Date	04/09/2019
Crash Date	
Filename	KNMAT2MTXJP[redacted]_ACM[redacted].CDRX
Saved on	Tuesday, April 9 2019 at 10:58:07
Imaged with CDR version	Crash Data Retrieval Tool 18.0
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 18.0
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r007

DTCs at Time of Retrieval

None

Hexadecimal Data

```
DID    Data

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

2002  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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2003  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
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2004  00 00 00 02 1C 00 00 FF FF CC 0A 00 00 00 00

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

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

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

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

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
```

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NISSAN

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[redacted]

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There are no updates.

Case Comments [13] | Case Categorizations [1] | Open Activities [0] | Activity History [2] | Emails [0] | Customer Support Tools [0] | Forms [1] | Attachments [3] | Case History [5+] | Surveys [1]

Case Detail

Reopen Case Clone Closed Case

Account Name	[redacted]	Case Number	[redacted]
Executive Referral	☐	Case Owner	DeHenry Kidd
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	4/16/2019	Date/Time Opened	3/22/2019 2:34 PM
Supporting Documents	☐	Date/Time Closed	4/12/2019 3:00 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	0
Executive Actions To Resolve		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- 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?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	10,000		

Incident Codes - IIR REQUIRED

Incident Date	3/18/2019	Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☑	Injury Letter	☐
Airbag	☐	Number Injured	0
Fire	☐		
IIR Indicator	1		

Vehicle Information

Vehicle	KNMAT2MTXJP[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0

Model Code	22318	Beyond PT Warranty Months1	0

Dealer Access

Case Servicing Dealer	GASTONIA NISSAN	Data Net	☐
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	16	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR	F68163	Goodwill Processed	0
IIR Date		VCAN	☐
RHR Started	4/9/2019	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: KNMAT2MTXJP[redacted]		
Created By	Maylaynah Daley, 3/22/2019 2:34 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 4/26/2019 9:06 PM	Root Cause Code (2)	
Days Closed	32	Action Code	8F
Case Record Type	CA Closed Case	What action was taken?	8F Provided Vehicle Information
		Document ID	[redacted]

Agent Comments

Agent Comments	
Agent Next Step	

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Public	Comment
	Created By: DeHenry Kidd (4/12/2019 2:47 PM) ***Closing case Notes*** Customer Name: [redacted] Phone#: [redacted] Arbs-DK called customer to discuss and decision, the inspection showed no issues with the AEB system. EDR download showed no FEB activation and no DTCs with any related systems. Based our inspection of the vehicle and the available information, Nissan North America, Inc. finds no basis on which to offer financial assistance in this matter at this time. Customer was sent a letter in regards to their case Fedex# [redacted] Arbs is closing case
✓	**Created By: Katrina Allen (4/12/2019 1:12 PM)** RCAS-KA sent email to ABRS-DeHenry Kidd with SM-Will James email added. RCAS-KA stated that SM-WJ wants update on case.

Created By: Katrina Allen (4/12/2019 1:09 PM)
RCAS-KA received inbound call from Gastonia Nissan at 704-867-0000.

SM-Will James asked if RCAS-KA could take a look at a case.
SM-WJ stated C's case is due to a forward emergency braking issue.
SM-WJ stated C is claiming accident because of it.
SM-WJ stated DTS came out and not sure the full details of this.
SM-WJ stated not sure if claim was due to driver or due to the computer.
SM-WJ wanted update on case due to C having loaner VEH.

RCAS-KA stated that RCAS-KA isn't working case but that ARBS-DeHenry Kidd is.
RCAS-KA verified SM-WJ has ARBS-DK number and advised that RCAS-KA will request ARBS-DK call SM-WH.

SM-WJ thanked RCAS-KA.

RCAS-KA thanked SM-WJ.

Call ended mutually.

Created By: DeHenry Kidd (4/10/2019 12:32 PM)
Arbs-DK received an email from DTS stating that the inspection is completed and uploaded to SF. Arbs is now waiting on a decision from PL.

Created By: Shelley Nabert (4/9/2019 1:32 PM)
**********Case Summary**********
SCRR-SN sent email to ARBS advising of case details

Created By: Shelley Nabert (4/9/2019 1:31 PM)
SCRR-SN VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number

C stated DLR SA-Hunter NNA DTS advised C that nothing wrong with VEH and advised C to fix the VEH
C stated does not feel safe driving it and does not want the VEH
C stated inspection of VEH scheduled for today was completed
C advised that DLR advised C that C is to return loaner VEH and pick up C VEH

SCRR-SN advising C that RHR started and ARBS will contact C back
SCRR-SN asked C why C feels unsafe in the VEH

C stated front sensor that engages the emergency brake when C on busy highway and caused C to start swerving uncontrollably and is getting progressively worse and could have killed the C ar
daughter and because it is random C never knows when it will happen therefore making C feel unsafe driving the VEH or having child in the VEH

SCRR-SN asked C what C would like NNA to do for C

C stated wants concern fixed so VEH no longer does this and damage from accident repaired and if NNA unable to repair the VEH then C wants NNA to repurchase the VEH

SCRR-SN provided C with Agent ID [redacted] and changing f/u to 04/10/2019
SCRR-SN sent email to ARBS advising of case details
SCRR-SN asked C if there was anything else SCRR-SN could assist with

C stated no

SCRR-SN branded call

Call ended mutually
Best Contact #: [redacted]

Created By: DeHenry Kidd (4/1/2019 9:19 AM)
[redacted]

Arbs called customer at 919am and left a message stating the inspection is schedule for 4/9 at 1030am EST arbs left on the voicemail that arbs will also contact the dealer to let them know the da

Created By: DeHenry Kidd (3/28/2019 11:58 AM)
Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time

Created By: DeHenry Kidd (3/28/2019 11:57 AM)
Verified Name Address Phone# VIN Mileage Responsible Dealer

Checked for open Recalls/Campaigns: None

• C states that C was driving on I-95 road/HWY travelling approximately 80 mph.
• In which direction (N, S, E, W?) “Northbound/Southbound/Eastbound/Westbound…” North
• How many lanes was the road and in each direction? 4
• Is the road divided by a concrete barrier, grass median or turning lane: grass median
• Which lane where you traveling in? left
• Where there any vehicles to your left or right? Right
• How far were you from the vehicle in front of you? Beside customer
• Was the road grade level on an incline or decline? flat
• Is the road condition newly paved, moderate or poor in condition? Newly paved
• Did the incident occur in a construction zone? no
• Where you accelerating, coasting, braking or cruising (maintaining speed)? Coasting
• What is the posted speed limit in the area where the incident happened? 70
• Was traffic level moderate, heavy, or light? moderate
• Just before the incident occurred was the orientation of the steering wheel and the vehicle in a straight line? yes
• Weather? Raining
• Did the airbags Deploy? No
• Point of impact? Side swipe

C stated C was driving home from Florida on i95 going 80 miles an hour & beside C was a tractor trailer. C stated it was raining, VEH beeped engaged emergency braking. C stated C started swe
& hit the back end of the tractor trailer. C stated damage was done to C VEH. C stated the passenger mirror is completely smashed & bumper is messed up. C stated emergency brake failed.

Customer stated dealer has placed the customer in a loaner (Not approved by IIR) and stated it will be covered. Arbs informed customer that is the dealer decision and that is not approved by IIR
and that will be at the cost of the dealer, customer understood.

Arbs-DK informed customer that Arbs would setup an inspection. Arbs-DK stated once arbs has the date Arbs will let the 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
be at the customer expense due to NNA does not offer assistance during the inspection period customer understood.

Created By: DeHenry Kidd (3/28/2019 8:34 AM)
[redacted]

Arbs-DK called customer at 834am no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] call ended.

Created By: DeHenry Kidd (3/26/2019 11:08 AM)
[redacted]

Arbs-DK called customer at 1108am no answer was made. Arbs left a message stating name and number for c to call Arbs back at 615-725-7639 call ended.

Created By: Maylaynah Daley (3/22/2019 3:00 PM)
****Case Summary****

C called regarding IIR incident regarding AEB

CRR-MD leaving case open for review

Created By: Maylaynah Daley (3/22/2019 3:00 PM)
CRR-MD VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-MD VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History
CRR-MD CHECKED for open recalls/campaigns and found: 0
CRR-MD CHECKED for previous UNRELATED Case(s) and found: 0
CRR-MD CHECKED previous RELATED Case(s) and found: 0
CRR-MD NOTED concern is: IIR incident regarding AEB

C stated C has been having ongoing concern with sensor when not close to another VEH
C stated VEH randomly turns itself off & disengage
C stated concern progressed where it would randomly beep & engage emergency brake
C stated the night of the 19th C was driving home from Florida on i95 going 80 miles an hour
C stated C was beside C was a tractor trailer
C stated it was raining & VEH beeped & engaged emergency
C stated C's VEH started swerving & hit back end of tractor trailer & did damage to C's VEH
C stated the passenger side mirror is completely smashed & messed up the bumper
C stated C took VEH to NNA DLR
C stated C made APPT earlier that week
C stated C took VEH in to DLR & showed damage
C stated DLR called C & DLR suggested C contact NNA to make a claim

CRR-MD acknowledged C
CRR-MD advised C if C has a few minutes CRR-MD will need to open a Case and obtain some preliminary information from C

C agreed

CRR-MD created IIR
CRR-MD thanked C for the information. A Nissan/INFINITI representative will call C within 3 business days after the representative receives the case. Please allow for a minimum of 30 minutes d that call so the representative may best understand the whole situation. Is 828-390-7010 the best number to reach C

C stated yes
C stated C understood

CRR-MD offered further assistance

C declined

CRR-MD provided C with Case # [redacted] and Agent ID [redacted]
Best Contact # [redacted]
Call ended mutually

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]	Product Inquiry	Product Inquiry - Nissan	Rogue	QF	4/12/2019	PN	CL	337800	OI

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] CHRISTINA HEAVENER GASTONIA NISSAN		✓	3/30/2019	Gary Torgerson	4/1/2019 7:39 AM
Edit | Del	IIR	[redacted]	✓	3/25/2019	DeHenry Kidd	4/9/2019 1:50 PM

Emails

Send an Email

Emails He

No Emails Available

Customer Support Tools

Customer Support Tools He

No records to display

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
	F68163	IIR	Maylaynah Daley, 3/22/2019 2:53 PM	3/22/2019

Attachments

View All

Attachments He

Action	File Name	Size	Last Modified	Created By
View	[redacted] PL Decision Letter CA[redacted].pdf	668KB	4/12/2019 2:57 PM	DeHenry Kidd
View	[redacted] Fedex CA[redacted].pdf	198KB	4/12/2019 2:56 PM	DeHenry Kidd
View	[redacted] PL Decision Email CA[redacted].msg	81KB	4/12/2019 8:09 AM	DeHenry Kidd

Case History

Case History He

Date	User	Action

4/12/2019 3:00 PM	DeHenry Kidd	Changed **Status** from Open to **Closed**.
4/10/2019 9:11 PM	NNAETL	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MTXJP[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: KNMAT2MTXJP**[redacted]
4/9/2019 2:07 PM	DeHenry Kidd	Changed **Follow Up Date** from 4/10/2019 to **4/16/2019**.
4/9/2019 1:29 PM	Shelley Nabert	Changed **Follow Up Date** from 4/16/2019 to **4/10/2019**.
4/9/2019 1:18 PM	Shelley Nabert	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MTXJP[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: KNMAT2MTXJP**[redacted]

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Surveys

Surveys He

Action	Survey	Record Type	Survey Type	Survey Version	Customer	Dealer	Vehicle	Created Date
	[redacted]	Bellomy Survey				GASTONIA NISSAN	KNMAT2MTXJP[redacted]	4/26/2019

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Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	KNMAT2MTXJP[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	
City		State	NC	Zip Code		Country	United States

Driver Name	[redacted]	DOB	[redacted]	Day Phone	[redacted]
Address	[redacted] G Hickory, NC [redacted] USA			Eve. Phone	[redacted]
City	Hickory	State	NC	Zip Code	[redacted]	Country	United States

Owner Name	[redacted]	DOB	[redacted]	Day Phone	[redacted]
Address	[redacted] G Hickory, NC [redacted] USA			Eve. Phone	
City		State	NC	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	2018	Model Name	ROGUE	Mfg. Date	06/28/2018	VIN	KNMAT2MTXJP[redacted]
Mileage	11570	License #	[redacted]			State	NC
Special equipment & accessories							

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

Number	Description	Status	Date

III. Description of Incident & Claim

Source of Information	SALESFORCE	Incident Date	03/19/2019	Time	11:00:00 PM
Location of Incident (describe fully)	C stated C was on i95 coming from FL to NC right around Georgia Line				
Weather Conditions (Rain/Snow/Dry/Etc.)	Raining/NIGHT				
Vision obstruction (describe)	N/A				

Incident Investigation Report

CAR #	[redacted]
Claimant	Christina Heavener
VIN	KNMAT2MTXJP[redacted]

Temperature at time of incident	N/A	Parking location prior to time of incident	N/A
Overnight temperature prior to incident	N/A	Length of time parked	N/A

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):

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	KNMAT2MTXJP[redacted]

Sequence of Events (according to claimant)	Verified Name Address Phone# VIN Mileage Responsible Dealer Checked for open Recalls/Campaigns: None • C states that C was driving on I-95 road/HWY travelling approximately 80 mph. • In which direction (N, S, E, W?) “Northbound/Southbound/Eastbound/Westbound…” North • How many lanes was the road and in each direction? 4 • Is the road divided by a concrete barrier, grass median or turning lane: grass median • Which lane where you traveling in? left • Where there any vehicles to your left or right? Right • How far were you from the vehicle in front of you? Beside customer • Was the road grade level on an incline or decline? flat • Is the road condition newly paved, moderate or poor in condition? Newly paved • Did the incident occur in a construction zone? no • Where you accelerating, coasting, braking or cruising (maintaining speed)? Coasting • What is the posted speed limit in the area where the incident happened? 70 • Was traffic level moderate, heavy, or light? moderate • Just before the incident occurred was the orientation of the steering wheel and the vehicle in a straight line? yes • Weather? Raining • Did the airbags Deploy? No • Point of impact? Side swipe C stated C was driving home from Florida on i95 going 80 miles an hour & beside C was a tractor trailer. C stated it was raining, VEH beeped engaged emergency braking. C stated C started swerving & hit the back end of the tractor trailer. C stated damage was done to C VEH. C stated the passenger mirror is completely smashed & bumper is messed up. C stated emergency brake failed. Customer stated dealer has placed the customer in a loaner (Not approved by IIR) and stated it will be covered. Arbs informed customer that is the dealer decision and that is not approved by IIR team and that will be at the cost of the dealer, customer understood. Arbs-DK informed customer that Arbs would setup an inspection. Arbs-DK stated once arbs has the date Arbs will let the 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.

Relation to Roadway (on-road, off-road, left side, right side)	Normal highway driving	Number of times incident occurred	1
Driver Action (braking, steering, etc.)	Driving down the highway		
Special Circumstances	N/A		

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	KNMAT2MTXJP[redacted]

Actions taken after incident and results of those actions	Claimant contacted NNA

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

Witness Present? ☐ Yes ☑ No

Police/EMS/Fire Report Taken? ☐ Yes ☑ No ☐ Unknown

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

#	Allegation	Allegation Made By
1	Per IIR Probe: • C states was driving North on 4-lane I-95 in left lane approximately 80 mph near FL/GA line (speed limit 70). • Truck was to the right of C in the next lane • Road grade level/flat, newly paved, not a construction zone. • Coasting • Traffic level moderate, raining • Orientation of the steering wheel just before incident was straight and the vehicle was moving in a straight line. • Airbags Deploy? No • Point of impact? Side swipe. C stated C was driving home from Florida on i95 going 80 miles an hour & beside C was a tractor trailer. C stated it was raining, VEH beeped engaged emergency braking. C stated C started swerving & hit the back end of the tractor trailer. C stated damage was done to C VEH. C stated the passenger mirror is completely smashed & bumper is messed up. C stated emergency brake failed.	[redacted]

IV. Occupants & Injuries

Source of Information	SALESFORCE

Legend for Section IV. Seating Position:



Occupant Name	[redacted]	DOB	[redacted]	Height	UNKNOWN
Address	[redacted] G Hickory, NC [redacted] USA			Weight	UNKNOWN
Seating Position	Driver				
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	N/A				

Occupant Name	N/A	DOB		Height	N/A

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MTXJP[redacted]

Address	N/A	Weight	N/A
Seating Position	Right Front		
Seat Belts Worn		Airbag Status	Airbag not deployed
Nature & Extent of Injuries			

Occupant Name	N/A	DOB		Height	N/A
Address	N/A			Weight	N/A
Seating Position	Left Rear				
Seat Belts Worn		Airbag Status			
Nature & Extent of Injuries					

Occupant Name	NONE	DOB		Height	N/A
Address	N/A			Weight	N/A
Seating Position	Center Rear				
Seat Belts Worn		Airbag Status			
Nature & Extent of Injuries	N/A				

Occupant Name	[redacted]	DOB		Height	N/A
Address	[redacted] G Hickory, NC [redacted] USA			Weight	N/A
Seating Position	Right Rear				
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status			
Nature & Extent of Injuries	N/A				

Occupant Name	N/A	DOB		Height	N/A
Address	N/A			Weight	N/A
Seating Position	NONE				
Seat Belts Worn		Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	N/A				

Additional Passenger Info	N/A

V. Other Property Damage

Source of Information	
Other Vehicle model year, make, model name	Tractor Trailer
Name, address, phone of other party involved	Driver did not stop customer was unable to get the information.

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	KNMAT2MTXJP[redacted]

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	04/09/2019
Location of inspection	Nissan of Gastonia

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

Left front bumper damage Right side passenger mirror damaged

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

Photos taken by	Gary Torgerson	# Photos	59

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	LF bumper appears to be damaged Right side mirror appears to be damaged
Engine/ Transmission/ Drivetrain	No damage
Underbody/ Suspension/ Steering/ Wheels & Tires	Normal wear
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	Normal wear
Seat Belts/ Child Restraints (if applicable)	N/A
Air Bags	Non deployed

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

No warning lamps displayed in the instrument cluster during the inspection
Blind spot warning appears to be operating correctly during the test drive
ASCD appears to be operating correctly during the test drive
No warrantable non conformities were found during the test drive.
No FEB/AEB warning lights illuminated in the instrument cluster during the test drive

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	KNMAT2MTXJP[redacted]

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	Per IIR Probe: • C states was driving North on 4-lane I-95 in left lane approximately 80 mph near FL/GA line (speed limit 70). • Truck was to the right of C in the next lane • Road grade level/flat, newly paved, not a construction zone. • Coasting • Traffic level moderate, raining • Orientation of the steering wheel just before incident was straight and the vehicle was moving in a straight line. • Airbags Deploy? No • Point of impact? Side swipe. C stated C was driving home from Florida on i95 going 80 miles an hour & beside C was a tractor trailer. C stated it was raining, VEH beeped engaged emergency braking. C stated C started swerving & hit the back end of the tractor trailer. C stated damage was done to C VEH. C stated the passenger mirror is completely smashed & bumper is messed up. C stated emergency brake failed.	DTS-GT Inspection found: - LF bumper appears to be damaged - Right side mirror appears to be damaged - Airbags did not deploy - No warning lamps displayed in the instrument cluster during the inspection - Blind spot warning appears to be operating correctly during the test drive - Automatic Speed Control found to be operating correctly during two mile test drive - No warrantable non conformities were observed during the test drive. - No FEB/AEB warning lights illuminated in the instrument cluster during the test drive - CDR did not record and airbag incident (attached) - Vehicle diagnostic scan with stored diagnostic trouble codes attached.

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

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	KNMAT2MTXJP[redacted]

Reporter's Signature Gary Torgerson

Reporter's Name & Region Gary Torgerson, Southeast Region

Incident Investigation Report

CAR # [redacted]
Claimant [redacted]
VIN KNMAT2MTXJP[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)

Comments

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	KNMAT2MTXJP[redacted]

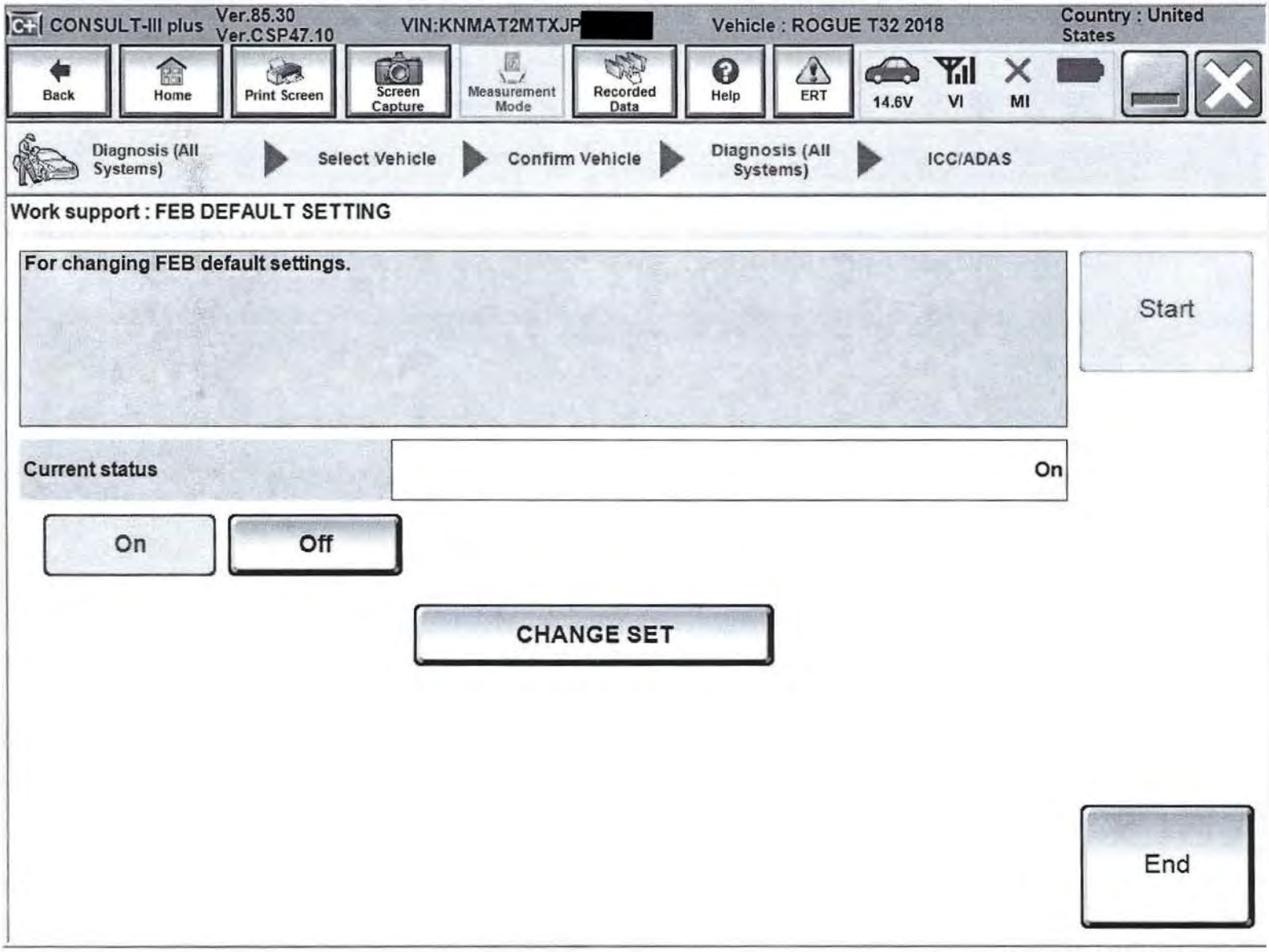
	Yes	No	Comments
Full diagnostic download included in report?	☑	☐	CDR data was collected
EDR download included in report?	☑	☐	CDR data was collected

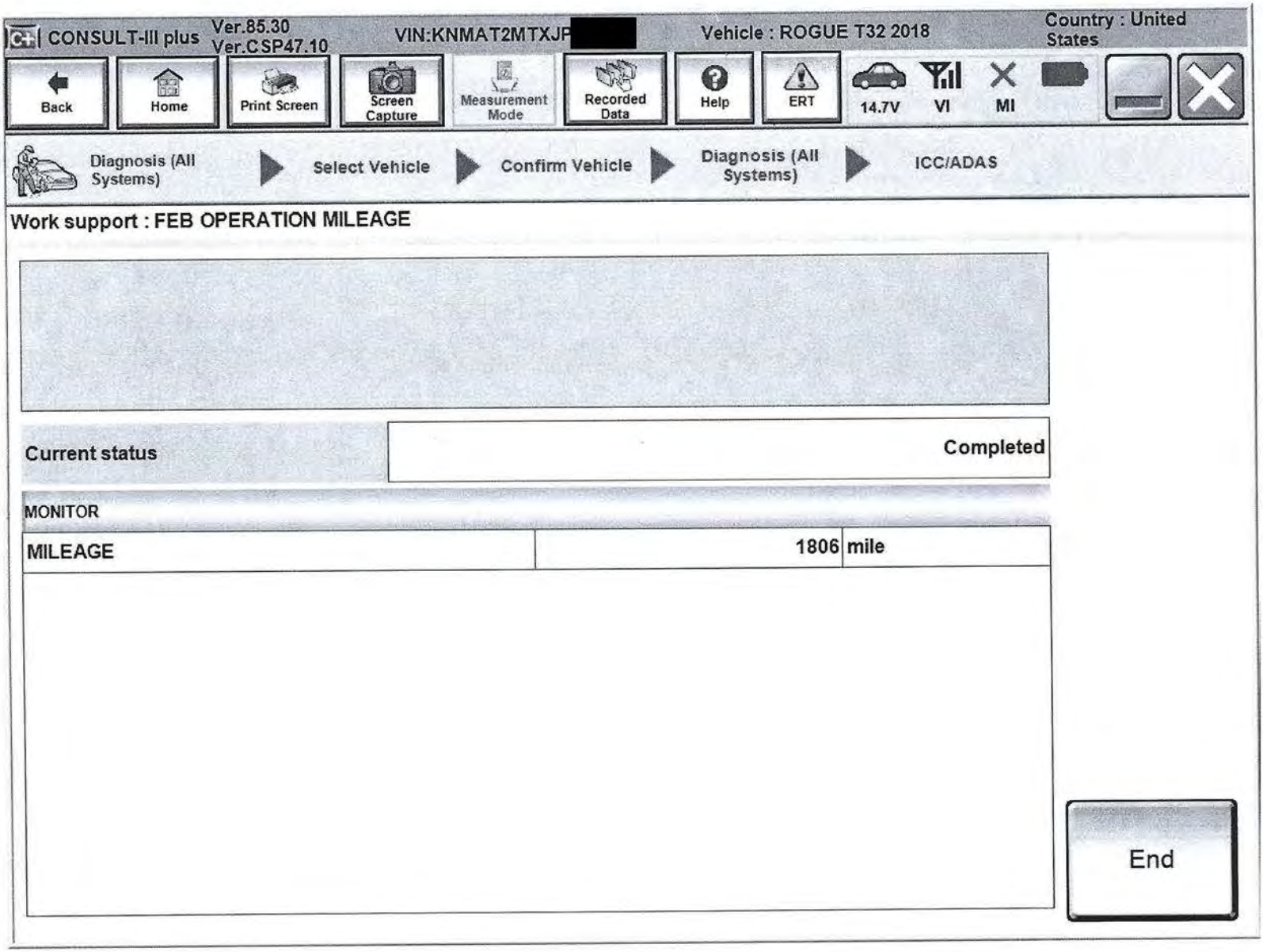
III. Sensor and ECM Visual Inspection

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.)	No camera
☐	☑	Physical damage to camera? (ie. cracks)	No camera
☐	☑	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	Bumper was clean
☐	☑	Physical damage to radar sensor units? (ie. cracks)	N/A
☑	☐	Electrical connection to radar module firmly seated?	
☐	☑	Electrical connection to camera module firmly seated?	No camera

End of Form


CONSULT-III plus Ver.85.30 Ver.CSP47.10
VIN:KNMAT2MTXJP[redacted]
Vehicle : ROGUE T32 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.85.30 Ver.CSP47.10
VIN:KNMAT2MTXJP[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.7V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
1806
mile
End

All Self Diagnosis Results ROGUE T32 02/2018- KNMAT2MTXJP[redacted]

SYSTEM	PART NUMBER	DTC	Detailed Information	TIME
AIR PRESSURE MONITOR	284B24BAA0	C1705-00	LOW PRESSURE FR	PAST
LASER/RADAR	284385FA1A	C1A16-97	RADAR STAIN [CMP/SYS OPR OBST OR BLKD]	PAST
AUTO BACK DOOR	284G4-4BA4A	B2427	SPINDLE SENSOR RH	PAST
Side radar (Rear left)	284K1-6FL0A	C1B40-49	Side radar RH malfunction	PAST
Side radar (Rear left)	284K1-6FL0A	U0104-82	ADAS CAN CIR1 [CIRC VOLT ABOVE THRESHOLD]	PAST
Side radar (Rear right)	284K0-6FL0A	C1B30-49	Side radar LH malfunction	PAST
Side radar (Rear right)	284K0-6FL0A	U0104-82	ADAS CAN CIR1 [SEQUENCE COUNTER INCORRECT]	PAST
ENGINE	23710-5HU0A	No DTC		
ABS	47660-5HR5A	No DTC		
METER/M&A	24810-5HR0A	No DTC		
BCM	284B24BA8A	No DTC		
AIR BAG	98820-5HR0A	No DTC		
ICC/ADAS	284E7-5HR9A	No DTC		
TRANSMISSION	31036-7FW5A	No DTC		
MULTI AV	2591A8FM0A	No DTC		
EPS/DAST 3	28504-7FR1A	No DTC		
IPDM E/R	284B7-5NA0B	No DTC		
CAN GATEWAY	284D24BA0A	No DTC		
CHASSIS CONTROL	476A06FL0A	No DTC		
ICC/ADAS 2	284P17FW0B	No DTC		
3ch CAN GATEWAY	284T26HH0A	No DTC		

PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS

[redacted]

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

CDR File Information

User Entered VIN	KNMAT2MT1JP[redacted]
User	Rafael Mariduena
Case Number	[redacted]
EDR Data Imaging Date	05/28/2019
Crash Date	04/18/2019
Filename	KNMAT2MT1JP[redacted]_ACM.CDRX
Saved on	Tuesday, May 28 2019 at 11:52:34
Imaged with CDR version	Crash Data Retrieval Tool 18.0
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 18.0
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

0701_Nissan001_r007

DTCs at Time of Retrieval

None

Hexadecimal Data

```
DID    Data

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

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

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

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

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

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

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

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

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

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
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Disclaimer of Liability

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

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	KNMAT2MT1JP[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] San Antonio, TX [redacted]	USA		Eve. Phone	
City		State	TX	Zip Code		Country	United States

Driver Name	[redacted]	DOB	[redacted]	Day Phone	[redacted]
Address	[redacted] San Antonio, TX [redacted]	USA		Eve. Phone	
City		State	TX	Zip Code		Country	

Owner Name	[redacted]	DOB	[redacted]	Day Phone	[redacted]
Address	[redacted] San Antonio, TX [redacted]	USA		Eve. Phone	
City		State	TX	Zip Code		Country	

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

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

II. Vehicle

Model Year	2018	Model Name	ROGUE	Mfg. Date	07/24/2018	VIN	KNMAT2MT1JP[redacted]
Mileage	14664	License #				State	TX

Special equipment & accessories

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

Number	Description	Status	Date

III. Description of Incident & Claim

Source of Information		Incident Date	04/18/2019	Time	12:00:00 PM

Location of Incident (describe fully): C stated it was on a Classen Rd. San Antonio, TX

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

Vision obstruction (describe)

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	KNMAT2MT1JP[redacted]

Temperature at time of incident

Parking location prior to time of incident

Overnight temperature prior to incident

Length of time parked

Ice/Snow accumulation on vehicle? ☐ Yes ☑ No

Amount of Ice/Snow

Ice location on Vehicle (upper surface, underbody, etc.)

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

Sequence of Events (according to claimant)

Verified Name Address Phone# VIN Mileage Responsible Dealer

Checked for open Recalls/Campaigns: None

- C states that C was driving on Classen road/HWY travelling approximately 65mph.
- How many lanes was the road and in each direction? 2
- Is the road divided by a concrete barrier, grass median or turning lane: No
- Which lane where you traveling in? right
- Where there any vehicles to your left or right? No
- How far were you from the vehicle in front of you? No
- Was the road grade level on an incline or decline? flat
- Is the road condition newly paved, moderate or poor in condition? moderate
- Did the incident occur in a construction zone? Yes
- Where you accelerating, coasting, braking or cruising (maintaining speed)? coasting
- What is the posted speed limit in the area where the incident happened? 65
- Was traffic level moderate, heavy, or light? No
- Just before the incident occurred was the orientation of the steering wheel and the vehicle in a straight line? yes
- Weather? clear
- Did the airbags Deploy? no
- Point of impact? Passenger side front wheel and tire were damage.

C was driving on road and C was doing about 65 mph and out of nowhere VEH C heard shudder, the vehicle slowed down and VEH steered off to right and hit a plastic dividers due to road work on road and VEH had been doing same thing intermittently and damaged VEH on front right passenger door.

Arbs-DK informed customer that Arbs would setup an inspection. Arbs-DK stated once arbs has the date Arbs will let the 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.

Relation to Roadway (on-road, off-road, left side, right side): On road in the right lane

Number of times incident occurred: 1

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

Special Circumstances

Actions taken after incident and results of those actions

Vehicle Estimated Speed	65 mph	Source	[redacted]	Posted Speed Limit	65 mph
Other Vehicle Estimated Speed		Source		Posted Speed Limit	

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	Customer stated that he was driving on highway doing 75mph and vehicle completely braked for no reason, causing the vehicle to veer right and skid. Customer hit a safety barrier and damaged passenger side of vehicle due to uncontrolled skid.	[redacted]

IV. Occupants & Injuries

Source of Information

Legend for Section IV. Seating Position:



Occupant Name	[redacted]	DOB		Height	
Address	[redacted] San Antonio, TX [redacted] USA			Weight	
Seating Position	Driver				
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status			
Nature & Extent of Injuries	N/A				

Occupant Name	[redacted]	DOB		Height	
Address	[redacted] San Antonio, TX [redacted] USA			Weight	
Seating Position	Right Front				
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status			
Nature & Extent of Injuries	N/A				

Occupant Name		DOB		Height	
Address				Weight	
Seating Position	Left Rear				

Seat Belts Worn | Airbag Status

Nature & Extent of Injuries

Occupant Name | DOB | Height

Address | Weight

Seating Position: Center Rear

Seat Belts Worn | Airbag Status

Nature & Extent of Injuries

Occupant Name | 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

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

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: 05/28/2019

Location of inspection: Ancira Nissan

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	KNMAT2MT1JP[redacted]

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

Right front door dented near outside door handle

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

Photos taken by: Rafael Mariduena # Photos: 91

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	Right front door dented near outside door handle
Engine/ Transmission/ Drivetrain	Normal wear and tear. No damage was noted.
Underbody/ Suspension/ Steering/ Wheels & Tires	Normal wear and tear. No damage was noted.
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	Normal wear and tear. No damage was noted.
Seat Belts/ Child Restraints (if applicable)	Normal wear and tear. No damage was noted.
Air Bags	Supplemental restraint system operable. No damage noted. No airbags deployed

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

None

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	Customer stated that he was driving on highway doing 75mph and vehicle completely braked for no reason, causing the vehicle to veer right and skid. Customer hit a safety barrier and damaged passenger side of vehicle due to uncontrolled skid.	DTS-RM performed full brake system inspection, diagnosis and test drive and functional check of the vehicle braking system and found vehicle brake system to be fully operational and functioning comparable to known good vehicle brake systems. DTS-RM performed Intelligent technology system inspection and found no DTC codes stored. FEB OPEERATION MILEAGE WAS recorded at 12,906. Vehicle had 14,664 miles at time of inspection. The technician assigned to the vehicle stated that the customer had complained of the CEL on and the vehicle would not accelerate. Technician said he printed out and then cleared all DTCs. DTS-RM was able to reproduce DTCs and condition by disconnecting and reconnecting both the MASS AIRFLOW SENSOR and the BATTERY CURRENT sensor connectors. DTS-RM requested that these connectors be secured and taped in place to avoid future concerns.

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

Reporter's Signature: Rafael Mariduena

Reporter's Name & Region: Rafael Mariduena

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	KNMAT2MT1JP[redacted]

IIR Supplement: Brake Checklist

I. Pedal Behavior (check/ fill-in appropriate boxes per claimant's statement)

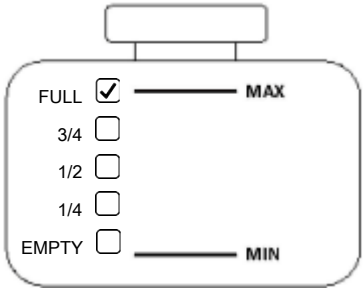
- ☐ Pedal went to floor and stayed there
- ☐ Pedal felt solid, would not move
- ☐ Pedal returned after pumping
- ☐ Pedal felt spongy
- ☑ Other (describe): Normal

II. Vehicle Inspection (Include photographs in report)

Yes	No		Comments
☑	☐	ABS equipped, if yes, turn ignition ON:	
☑	☐	- ABS warning lamp illuminates for approximately 1 second and turns off (normal)	
☑	☐	VDC equipped, if yes, turn ignition ON:	
☑	☐	- VDC OFF lamp illuminates for approximately 1 second and turns off (normal)	
☑	☐	- VDC OFF lamp turns on and off as VDC switch is cycled	
☐	☐	TCS equipped, if yes, turn ignition ON:	
☐	☐	- TCS OFF lamp illuminates for approximately 1 second and turns off (normal)	
☐	☐	- TCS OFF lamp turns on and off as TCS switch is cycled	
☑	☐	Brake controller Consult diagnostic printout included (perform diagnostic if vehicle is equipped)	
☑	☐	PKB adjustment within specifications	
☑	☐	Fluid quality OK	
☐	☑	Foreign material present in filter screen	
☑	☐	Visual inspection of brake circuit:	
☐	☑	- Reservoir and Master cylinder leaks visible	
☐	☑	- ABS/TCS/VDC actuator leaks visible (if applicable)	
☐	☑	- Brake line leaks visible in engine compartment	
☐	☑	- Brake line leaks visible on underbody	
☐	☑	- Flexible connector line leaks visible by wheel brakes	
☐	☑	- Pistons and piston seal leaks visible (disc brakes)	
☐	☐	- Wheel cylinder leaks visible (drum brakes)	

Master Cylinder Fluid Level

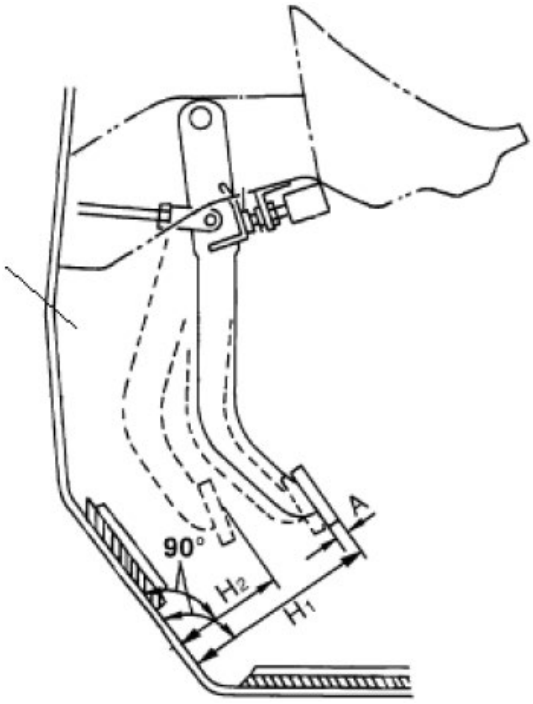
Click on the approximate fluid level



Comments

III. Pedal Adjustment (Refer to Service Manual):

	Measured Data	Comments
Free height (H1)	2 mm	
Free play (A)	135 mm	
Depressed Height (pedal to floor - H2)	85 mm	
Note: When equipped with adjustable pedal, the pedal must be in the forward most (closest to the floor) position for pedal height measurement.		



IV. Booster Check (complete if engine can be started)

☐ Unable to Check (explain in comments)

Instructions: Operation Check

1. Depress brake pedal several times with engine off.
2. Depress brake pedal and hold.
3. Start engine.

Pedal goes down slightly: ☑ Yes ☐ No

Comments

Instructions: Airtight Check

1. Start engine, let run 2-3 minutes, turn off.
2. Depress brake pedal several times.

Pedal goes down 1st time then raises 2nd and 3rd : ☑ Yes ☐ No

Comments

3. Restart engine.
4. Depress brake pedal and hold.
5. Stop engine.

Pedal height does not change after 30 seconds: ☑ Yes ☐ No

Comments YES, pedal height DOES NOT change after 30 sec

Is vacuum supply hose connected properly? ☑ Yes ☐ No

Comments

V. Measurements

Instructions for brake pads/ shoes:

1. Measure friction material thickness only.
2. Report approximate minimum thickness and location measured.
3. Report uneven wear, cracking, and other conditions/ observations in Comments.
4. For rear brakes, fill out either disk or drum section as appropriate for vehicle.
5. Include photographs in report.

		Outboard Pad	Inboard Pad	Comments
Front Pad Thickness	LF	9	9	
	RF	9	9	
Front Rotor Thickness	LF	26		
	RF	26		

		Outboard Pad	Inboard Pad	Comments
Rear Pad Thickness	LR	6	6	
	RR	5	6	
Rear Rotor Thickness	LR	15		
	RR	15		

		Leading Shoe	Trailing Shoe	Comments
Rear Shoe Thickness	LR			
	RR			
Drum Inner Diameter	LR			
	RR			

VI. Tire Inspection (Include photographs in report)

Location	Make	Model	Size	DOT #	Tread Depth	PSI
LF	Hankook	Dynapro HT	225/65R17	17H1 HU H 2518	8/32	35
Condition/Comments:						
RF	Hankook	Dynapro HT	225/65R17	17H1 HU H 2618	8/32	36
Condition/Comments:	DTS-RM was informed by technician that the R/F tire had been patched and had not been balanced. R/F was off by 3 ounces which was causing a vibration at highway speeds.					
RR	Hankook	Dynapro HT	225/65R17	17H1 HU H 2518	7/32	34
Condition/Comments:						
LR	Hankook	Dynapro HT	225/65R17	17H1 HU H 2618	7/32	35
Condition/Comments:						

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	KNMAT2MT1JP[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)	
Comments	

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.

	Yes	No	Comments
Full diagnostic download included in report?	☑	☐	
EDR download included in report?	☑	☐	

III. Sensor and ECM Visual Inspection

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

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

End of Form

PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS



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

CDR File Information

User Entered VIN	JN8AT2MV0JW[redacted]
User	Mike Terrill
Case Number	[redacted]
EDR Data Imaging Date	08/13/2019
Crash Date	07/07/2019
Filename	JN8AT2MV0JW[redacted]_ACM.CDRX
Saved on	Tuesday, August 13 2019 at 12:58:05
Imaged with CDR version	Crash Data Retrieval Tool 19.0
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 19.0
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	Event Record 1

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

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DTCs at Time of Retrieval

DTC	Status	Description
U1000	Trouble Diag. Record	(CAN COMMUNICATION FAILER)
B00A0	Trouble Diag. Record	OCCUPANT DETECTION SENSOR [POWER FAIL]
B142A	Trouble Diag. Record	IGN VOLTAGE [LOW]

System Status at Event (Event Record 1)

Life Time Counter (sec)	76481
Complete File Recorded (Yes/No)	Yes (Complete)
Ignition Cycle, Crash	120
Ignition Cycle, Download	2958
Multi-Event, Number of Events (1, 2)	1
Time from Event 1 to 2 (sec)	N/A
Safety Belt Status, Driver	On (Fastened)
Safety Belt Status, Right Front Passenger	On (Fastened)
Frontal Air Bag Warning Lamp (On, Off)	Off
Frontal Air Bag Suppression Switch Status	Off (AS airbag deploy)
Maximum Delta-V, Longitudinal (MPH [km/h])	-9 [-14]
Time, Maximum Delta-V, Longitudinal (msec)	300
Maximum Delta-V, Lateral (MPH [km/h])	2 [4]
Time, Maximum Delta-V, Lateral (msec)	122.5
Maximum Acceleration, Longitudinal (g)	-8.5
Time, Maximum Acceleration, Longitudinal (msec)	62.5
Maximum Acceleration, Lateral (g)	7
Time, Maximum Acceleration, Lateral (msec)	62.5
Occupant Size Classification, Right Front Passenger, Child (Yes/No)	No

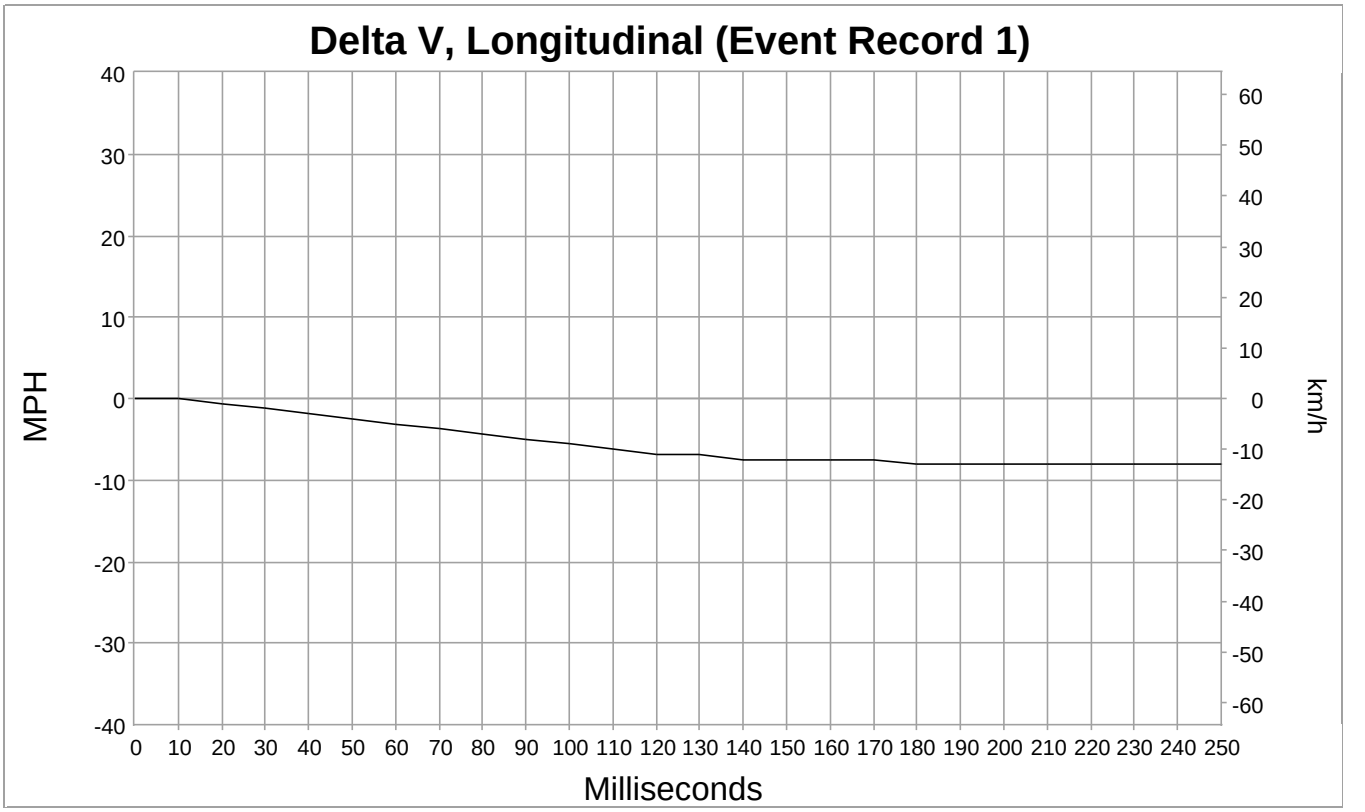
Deployment Command Data (Event Record 1)

Frontal Air Bag Deployment, Time to Deploy/First Stage, Driver (msec)	N/A
Frontal Air Bag Deployment, Time to Deploy/First Stage, Passenger (msec)	N/A
Frontal Air Bag Deployment, Time to 2nd Stage, Driver (msec)	N/A
Frontal Air Bag Deployment, Time to 2nd Stage, Right Front Passenger (msec)	N/A
Side Air Bag Deployment, Time to Deploy, Driver (msec)	N/A
Side Air Bag Deployment, Time to Deploy, Right Front Passenger (msec)	N/A
Side Curtain/Tube Air Bag Deployment, Time to Deploy, Driver Side (msec)	N/A
Side Curtain/Tube Air Bag Deployment, Time to Deploy, Right Side (msec)	N/A
Pretensioner Deployment, Time to Fire, Driver (msec)	N/A
Pretensioner Deployment, Time to Fire, Right Front Passenger (msec)	N/A

Pre-Crash Data -5 to 0 sec [2 samples/sec] (Event Record 1)

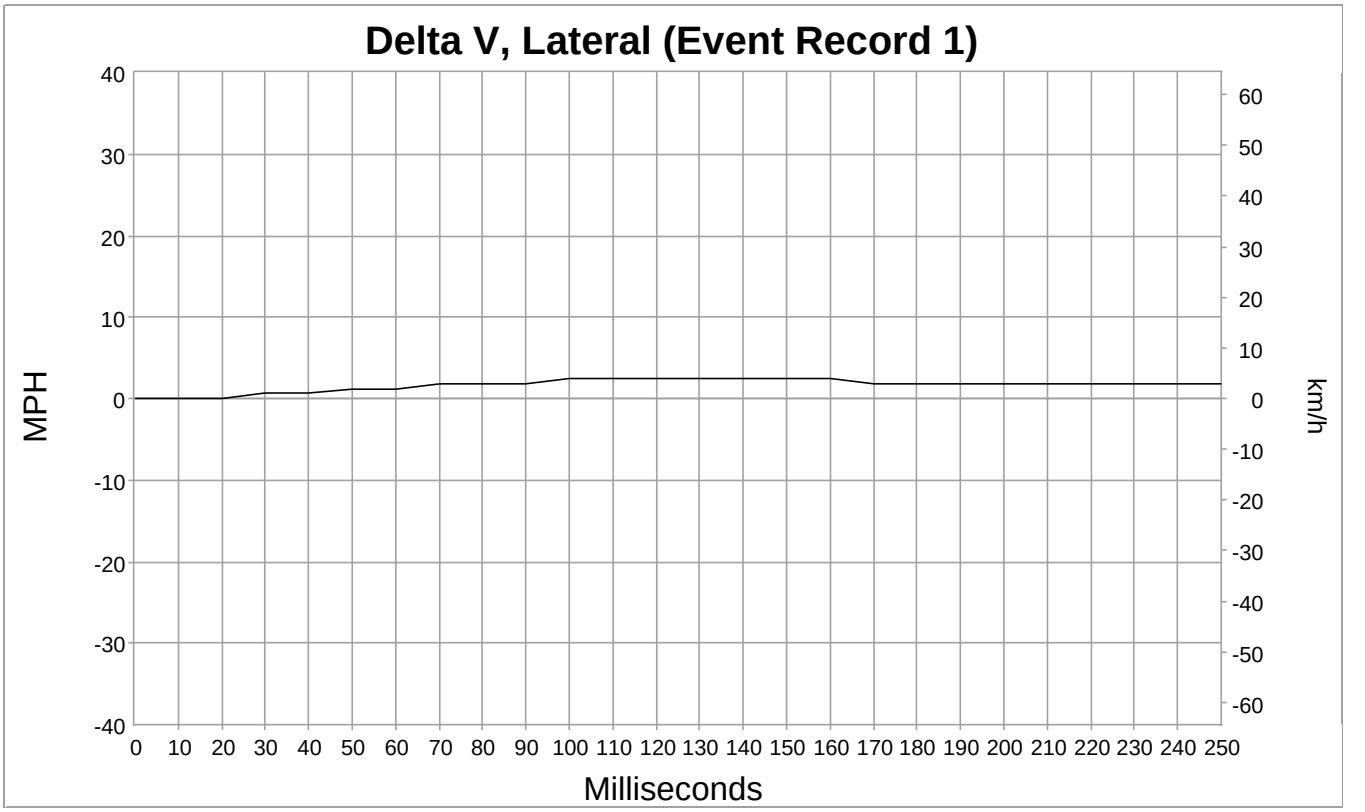
(the most recent sampled values are recorded prior to the event)

Time Stamp (sec)	Speed, Vehicle Indicated (MPH [km/h])	Accelerator Pedal, % full	Engine RPM	Motor RPM	Service Brake (On, Off)	Steering Input (deg)
-5.0	29 [47]	0	900	1300	Off (Brake Not Activated)	2.5
-4.5	29 [47]	16	1200	1300	Off (Brake Not Activated)	15
-4.0	30 [48]	24	2400	1600	Off (Brake Not Activated)	12.5
-3.5	31 [50]	24	2600	1800	Off (Brake Not Activated)	7.5
-3.0	32 [52]	24	2600	1800	Off (Brake Not Activated)	5
-2.5	34 [54]	26	2600	1800	Off (Brake Not Activated)	0
-2.0	35 [56]	26	2600	1800	Off (Brake Not Activated)	-7.5
-1.5	36 [58]	31	2400	1800	Off (Brake Not Activated)	-7.5
-1.0	35 [56]	0	1500	1500	On (Brake Activated)	-35
-0.5	27 [43]	0	1200	1100	On (Brake Activated)	-132.5
0.0	19 [30]	0	900	900	On (Brake Activated)	-172.5



Longitudinal Delta V (Event Record 1)

Time (msec)	MPH [km/h]
0	0 [0]
10	0 [0]
20	-1 [-1]
30	-1 [-2]
40	-2 [-3]
50	-2 [-4]
60	-3 [-5]
70	-4 [-6]
80	-4 [-7]
90	-5 [-8]
100	-6 [-9]
110	-6 [-10]
120	-7 [-11]
130	-7 [-11]
140	-7 [-12]
150	-7 [-12]
160	-7 [-12]
170	-7 [-12]
180	-8 [-13]
190	-8 [-13]
200	-8 [-13]
210	-8 [-13]
220	-8 [-13]
230	-8 [-13]
240	-8 [-13]
250	-8 [-13]



Lateral Delta V (Event Record 1)

Time (msec)	MPH [km/h]
0	0 [0]
10	0 [0]
20	0 [0]
30	1 [1]
40	1 [1]
50	1 [2]
60	1 [2]
70	2 [3]
80	2 [3]
90	2 [3]
100	2 [4]
110	2 [4]
120	2 [4]
130	2 [4]
140	2 [4]
150	2 [4]
160	2 [4]
170	2 [3]
180	2 [3]
190	2 [3]
200	2 [3]
210	2 [3]
220	2 [3]
230	2 [3]
240	2 [3]
250	2 [3]

Hexadecimal Data

```
DID    Data

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

2002  D0 00 01 00 00 0F 15 00 02 AC 00 00 80 A0 00 02
      02 03 18 00 02 AC 00 00 94 2A 16 01 85 03 18 00
      02 AC 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00

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

2004  00 00 02 C3 1C 00 00 FF FF CC 00 00 00 00 00

2006  06 00 37 FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF 41 41 41 FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF 7F 7F 7F 7F 00 00 00 00
      00 00 00 00 00 00 FF FF FF FF FF FF 7D 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00

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

201A  00 00 01 02 03 04 05 06 07 08 09 0A 0B 0B 0C 0C
      0C 0C 0D 0D 0D 0D 0D 0D 0D 0D 0E 78 00 2F 00 2F
      00 30 00 32 00 34 00 36 00 38 00 3A 00 38 00 2B
      00 1E 00 00 00 10 00 18 00 18 00 18 00 1A 00 1A
      00 1F 00 00 00 00 00 00 01 01 01 01 01 01 01 01
      00 00 00 00 78 0B 8E 00 01 FF FF 01 FF 00 00 01
      FF FF FF FF FF FF FF FF 80 80 80 80 80 80 80 80
      80 80 80 80 80 80 80 80 80 80 80 80 80 80 80 80
      80 80

201B  80 80 80 80 80 80 80 80 80 80 80 80 80 80 80 80
      80 80 80 80 80 80 80 80 80 80 00 00 00 01 01 02
      02 03 03 03 04 04 04 04 04 04 04 03 03 03 03 03
      03 03 03 03 04 31 00 09 00 0C 00 18 00 1A 00 1A
      00 1A 00 1A 00 18 00 0F 00 0C 00 09

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

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      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 00 01 00
      06 00 05 00 03 00 02 00 00 FF FD FF FD FF F2 FF
      CB FF BB 11 19 0E 19 00 0D 00 0D 00 10 00 12 00
      12 00 12 00 12 00 12 00 0F 00 0B 00 09 FF FF 01
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF 00 01 2A C1

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

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

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

F1A0  20


      59 02 09


      59 02 09

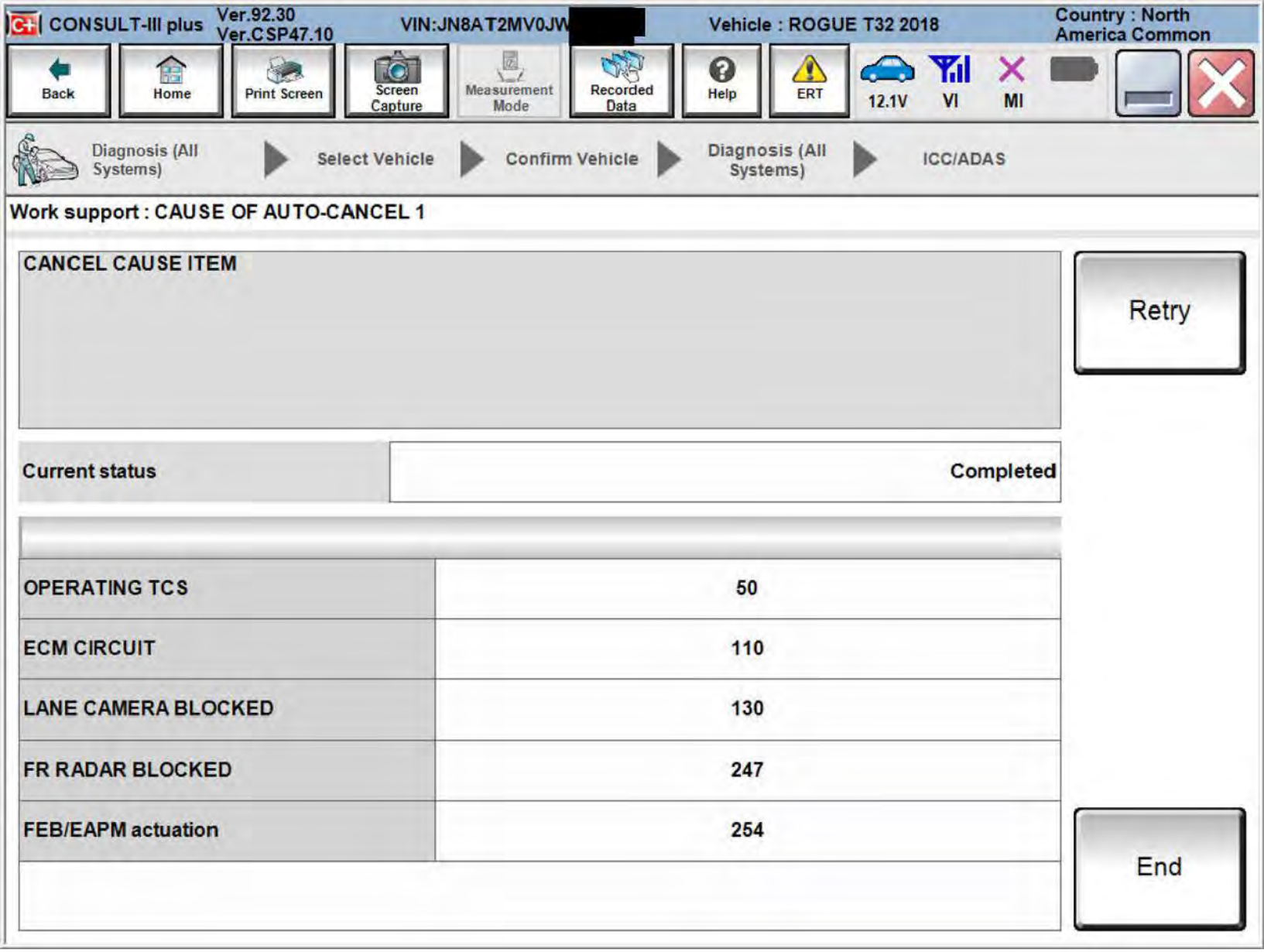

      59 0F 08 D0 00 01 08 80 A0 00 08 94 2A 16 08
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Disclaimer of Liability

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

SYSTEM	PART NUMBER	DTC	Detailed Information	TIME
ABS	47660-7FW9C	U1002	SYSTEM COMM (CAN)	PAST
MULTI AV	259157FH0A	B1309-11	(TBD)System ON	PAST
MULTI AV	259157FH0A	B130B-11	RR loudspeaker output	PAST
MULTI AV	259157FH0A	B130B-12	RR loudspeaker output	PAST
MULTI AV	259157FH0A	B130D-11	FR loudspeaker output	PAST
MULTI AV	259157FH0A	B130D-12	FR loudspeaker output	PAST
MULTI AV	259157FH0A	B130F-11	FL loudspeaker output	PAST
MULTI AV	259157FH0A	B130F-12	FL loudspeaker output	PAST
MULTI AV	259157FH0A	B1311-11	RL loudspeaker output	PAST
MULTI AV	259157FH0A	B1311-12	RL loudspeaker output	PAST
AIR PRESSURE MONITOR	284B24BAA0	C1704-00	LOW PRESSURE FL	PAST
LASER/RADAR	284385FA2A	C1A16-97	RADAR STAIN [CMP/SYS OPR OBST OR BLKD]	PAST
ENGINE	23710-7FW3A	No DTC		
METER/M&A	24810-7FW0A	No DTC		
BCM	284B24BA9A	No DTC		
AIR BAG	98820-6FL0A	No DTC		
ICC/ADAS	284E7-5HR1E	No DTC		
TRANSMISSION	31036-7FW1B	No DTC		
EPS/DAST 3	28504-7FR1A	No DTC		
IPDM E/R	284B7-5NA0B	No DTC		
AUTO DRIVE POS.	28565-6FL2B	No DTC		
ALL MODE AWD/4WD	41650-4BA3A	No DTC		
LANE CAMERA	284G36FL0B	No DTC		
CAN GATEWAY	284D24BA0A	No DTC		

SYSTEM	PART NUMBER	DTC	Detailed Information	TIME
AUTO BACK DOOR	284G4-4BA3A	No DTC		
Side radar (Rear left)	284K1-6FL0A	No DTC		
Side radar (Rear right)	284K0-6FL0A	No DTC		
TELEMATICS	28275-6FL0B	No DTC		
AVM	284A1-7FH1A	No DTC		
CHASSIS CONTROL	476A06FL0A	No DTC		
ICC/ADAS 2	284P16FL1C	No DTC		
3ch CAN GATEWAY	284T26HH0A	No DTC		


CONSULT-III plus
Ver.92.30
Ver.CSP47.10
VIN:JN8AT2MV0JW[redacted]
Vehicle : ROGUE T32 2018
Country : North America Common
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.1V
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
OPERATING TCS
50
ECM CIRCUIT
110
LANE CAMERA BLOCKED
130
FR RADAR BLOCKED
247
FEB/EAPM actuation
254
End

Incident Investigation Report

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

Supplements

Check all of the supplements that apply:

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

I. CLAIMANT

Claimant Name	[redacted]	DOB	[redacted]	Day Phone	[redacted]
Address	[redacted] Butte, MT [redacted] USA			Eve. Phone	
City		State	MT	Zip Code		Country	United States

Driver Name	[redacted]	DOB	[redacted]	Day Phone	[redacted]
Address	[redacted] Butte, MT [redacted] USA			Eve. Phone	[redacted]
City	Butte	State	MT	Zip Code	[redacted]	Country	United States

Owner Name	[redacted]	DOB	[redacted]	Day Phone	[redacted]
Address	[redacted] Butte, MT [redacted] USA			Eve. Phone	[redacted]
City	Butte	State	MT	Zip Code	[redacted]	Country	United States

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

II. Vehicle

Model Year	2018	Model Name	Rogue	Mfg. Date	01/17/2018	VIN	JN8AT2MV0JW[redacted]
Mileage	33930	License #	[redacted]			State	
Special equipment & accessories							

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

Number	Description	Status	Date

III. Description of Incident & Claim

Source of Information	Customer	Incident Date	07/08/2019	Time	09:00:00 PM
Location of Incident (describe fully)	Helena MT, Off ramp of I90 near town of ThreeForks, went over the caddle guard, passenger side windshield shattered when passenger hit it with head of passenger. Passenger was reaching into back seat at time.				
Weather Conditions (Rain/Snow/Dry/Etc.)	Fair				

Incident Investigation Report

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

Vision obstruction (describe)	None Reported		
Temperature at time of incident	61* F	Parking location prior to time of incident	Not reported
Overnight temperature prior to incident	N/A	Length of time parked	Not reported
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 Cs daughter was coming off of the interstates C states that there are several cattle grids in the area C states that once daughter went over the cattle grids the emergency brakes came on without any veh in front of Cs veh C states that C has had this experience with railroads in the past too C states that person in the passenger seat went forward into the windshield C states that boyfriend smashed the windshield, and has cracked the windshield C states that boyfriend had taken off the seatbelt to get something for Cs daugher C states that AEB concerns are a known concern with the veh and has been on the news C states that boyfriend might have a concussion C states that C is concerned with the veh C states that Cs veh was not involved in an accident at any point in time C states that C is seeking the windshield be replaced and AEB to be repaired C states that boyfriend did not seek any medical attention or go to the hospital
Relation to Roadway (on-road, off-road, left side, right side)	Interstate off ramp
Number of times incident occurred	1
Driver Action (braking, steering, etc.)	Braking
Special Circumstances	Not Reported
Actions taken after incident and results of those actions	Not Reported

Vehicle Estimated Speed	40-45 MPH	Source	Cheylynne Hallman	Posted Speed Limit	N/A
Other Vehicle Estimated Speed	N/A	Source	N/A	Posted Speed Limit	N/A

Witness Present? ☐ Yes ☑ No

Police/EMS/Fire Report Taken? ☐ Yes ☑ No ☐ Unknown

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

#	Allegation	Allegation Made By
1	AEB activated at a cattle guard.	Claimant

IV. Occupants & Injuries

Source of Information	Customer

Incident Investigation Report

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

Legend for Section IV. Seating Position:



Occupant Name	[redacted]	DOB		Height	5 4
Address	[redacted] Butte, MT [redacted] USA			Weight	140
Seating Position	Driver				
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries	N/A				

Occupant Name	Cs boyfriend	DOB		Height	5 9
Address	Not Reported			Weight	170
Seating Position	Right Front				
Seat Belts Worn	None Worn	Airbag Status			
Nature & Extent of Injuries	concussion				

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					

Incident Investigation Report

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

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	
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	08/13/2019
Location of inspection	Robert Allan Nissan Helena, MT

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

Front windshield

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

Photos taken by	Mike Terrill	# Photos	44

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	N/A
Engine/ Transmission/ Drivetrain	N/A
Underbody/ Suspension/ Steering/ Wheels & Tires	N/A
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	N/A
Seat Belts/ Child Restraints (if applicable)	N/A
Air Bags	N/A

Incident Investigation Report

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

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

Front windshield cracked on passengers side.

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	AEB activated at a cattle guard.	Drove vehicle 65 miles to off ramp where incident occurred. exited highway and approached cattle guard at 45 MPH with no AEB activation. Drive round trip was 130 miles going over two other cattle guards. No AEB activation's occurred on drive. NTB18-041b has not been performed and vehicle will need both reprograms and sensor. C3+ FEB OPERATION MILEAGE stored shows 26,981

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

Reporter's Signature Mike Terrill

Reporter's Name & Region Mike Terrill

Incident Investigation Report

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

IIR Supplement: Advanced Technology Checklist

I. Vehicle equipped with

System	System Status at Inspection			
FORWARD				
Forward Collision Warning (FCW)	☑ ON	☐ OFF	☐ Not Equipped	☐ 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)	
Comments	

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	JN8AT2MV0JW[redacted]

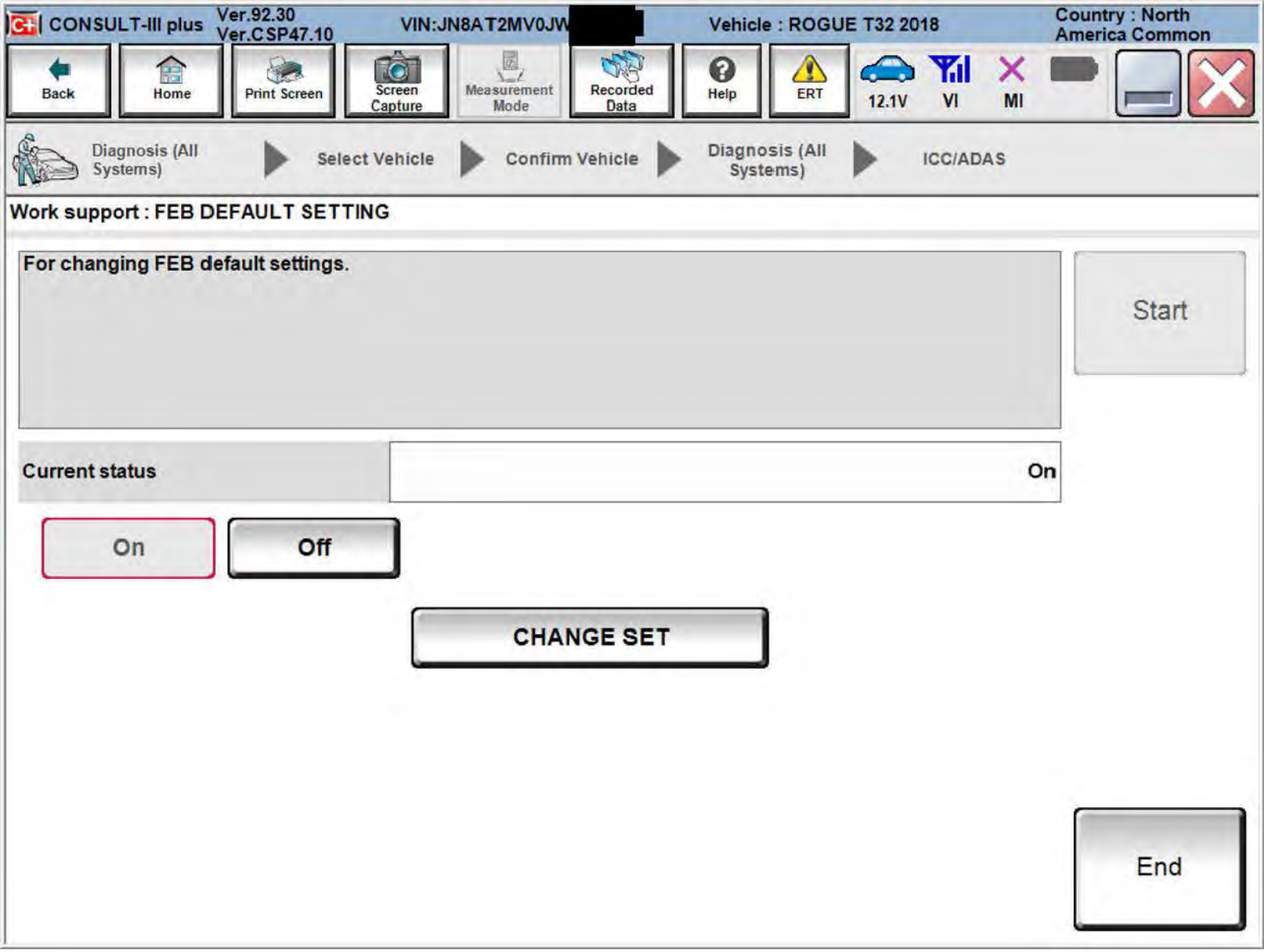
	Yes	No	Comments
Full diagnostic download included in report?	☑	☐	No Comments
EDR download included in report?	☑	☐	EDR download has recorded event

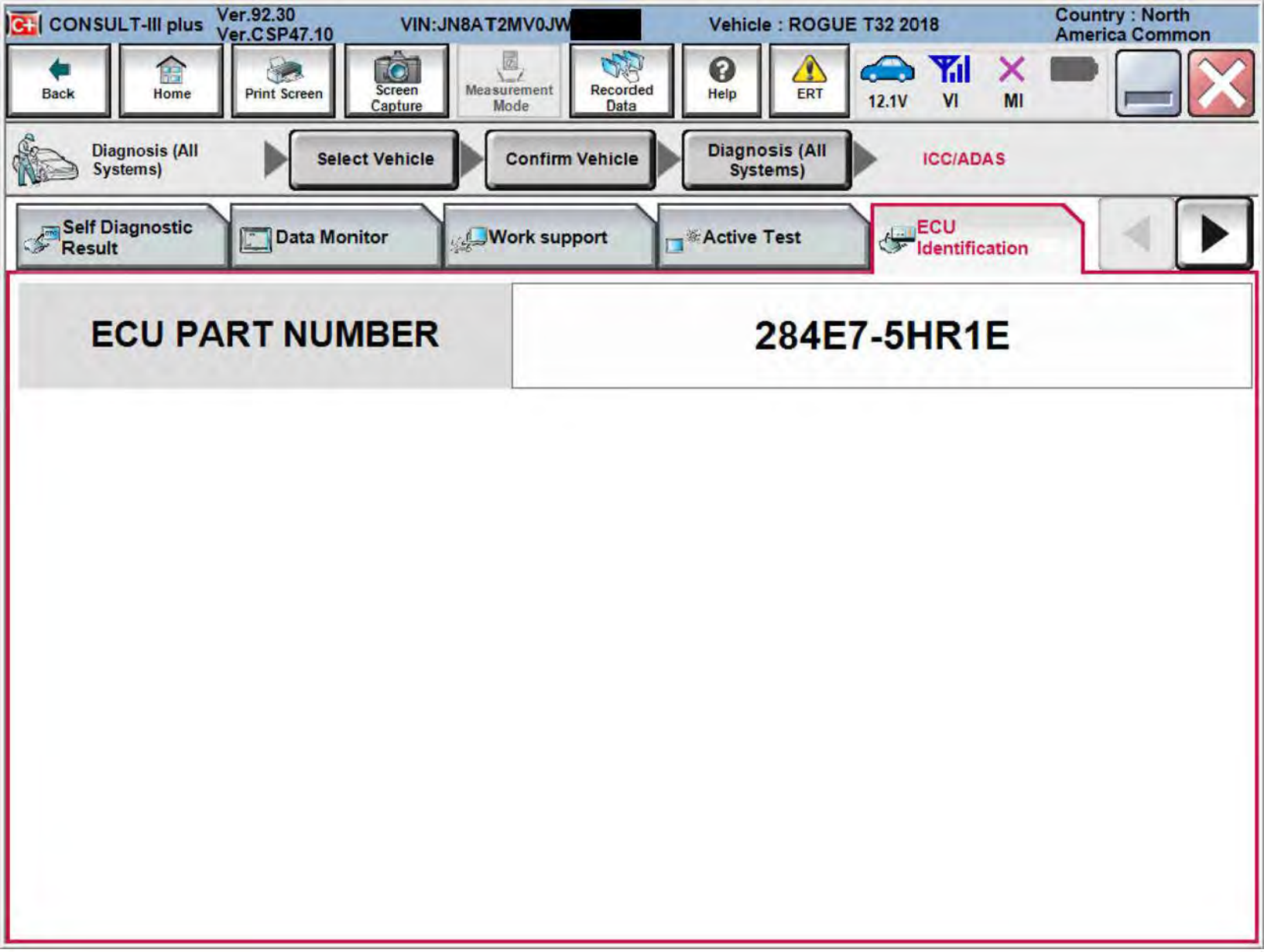
III. Sensor and ECM Visual Inspection

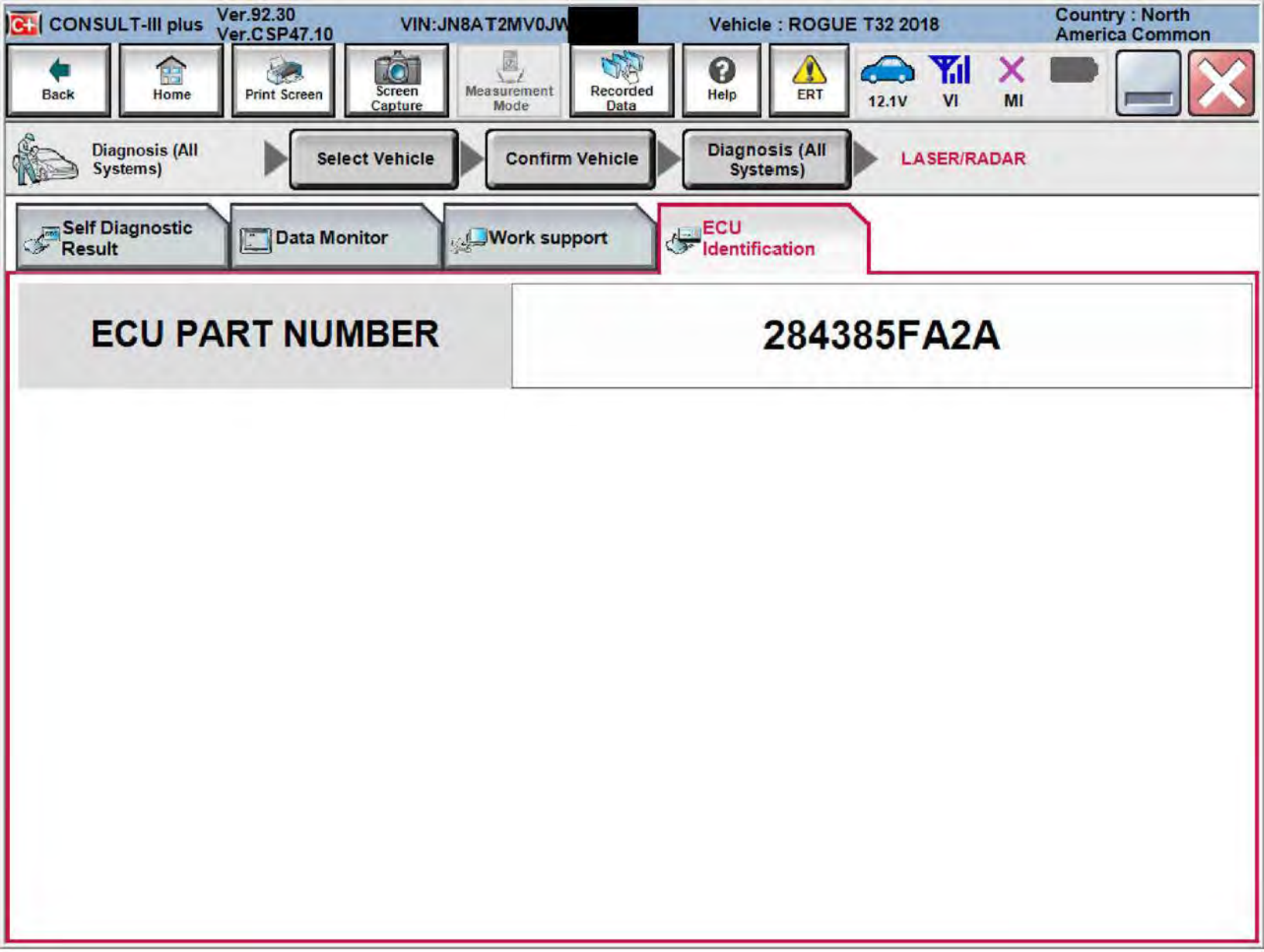
If Diagnostic results returned DTCs or diagnostic could not be performed, perform the following visual inspection.

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

End of Form


CONSULT-III plus
Ver.92.30
Ver.CSP47.10
VIN:JN8AT2MV0JW[redacted]
Vehicle : ROGUE T32 2018
Country : North America Common
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End


CONSULT-III plus
Ver.92.30
Ver.CSP47.10
VIN:JN8AT2MV0JW[redacted]
Vehicle : ROGUE T32 2018
Country : North America Common
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.1V
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
284E7-5HR1E


CONSULT-III plus
Ver.92.30
Ver.CSP47.10
VIN:JN8AT2MV0JW[redacted]
Vehicle : ROGUE T32 2018
Country : North America Common
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
ECU PART NUMBER
284385FA2A

PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2 DOCUMENTS

FIELD REPORTS

[redacted]

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

CDR File Information

User Entered VIN	JN8AT2MT0JW[redacted]
User	JOE HALL
Case Number	[redacted]
EDR Data Imaging Date	07/19/2019
Crash Date	07/06/2019
Filename	JN8AT2MT0JW[redacted]_ACM.CDRX
Saved on	Friday, July 19 2019 at 13:07:58
Imaged with CDR version	Crash Data Retrieval Tool 17.6.1
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.6.1
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	Event Record 1

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r006

DTCs at Time of Retrieval

None

System Status at Event (Event Record 1)

Life Time Counter (sec)	1957152
Complete File Recorded (Yes/No)	Yes (Complete)
Ignition Cycle, Crash	1638
Ignition Cycle, Download	1667
Multi-Event, Number of Events (1, 2)	1
Time from Event 1 to 2 (sec)	N/A
Safety Belt Status, Driver	On (Fastened)
Safety Belt Status, Right Front Passenger	Off (Unfastened)
Frontal Air Bag Warning Lamp (On, Off)	Off
Frontal Air Bag Suppression Switch Status	On (AS airbag inhibit)
Maximum Delta-V, Longitudinal (MPH [km/h])	2 [4]
Time, Maximum Delta-V, Longitudinal (msec)	45
Maximum Delta-V, Lateral (MPH [km/h])	0 [0]
Time, Maximum Delta-V, Lateral (msec)	117.5
Maximum Acceleration, Longitudinal (g)	4.5
Time, Maximum Acceleration, Longitudinal (msec)	15
Maximum Acceleration, Lateral (g)	-2.5
Time, Maximum Acceleration, Lateral (msec)	55
Occupant Size Classification, Right Front Passenger, Child (Yes/No)	No

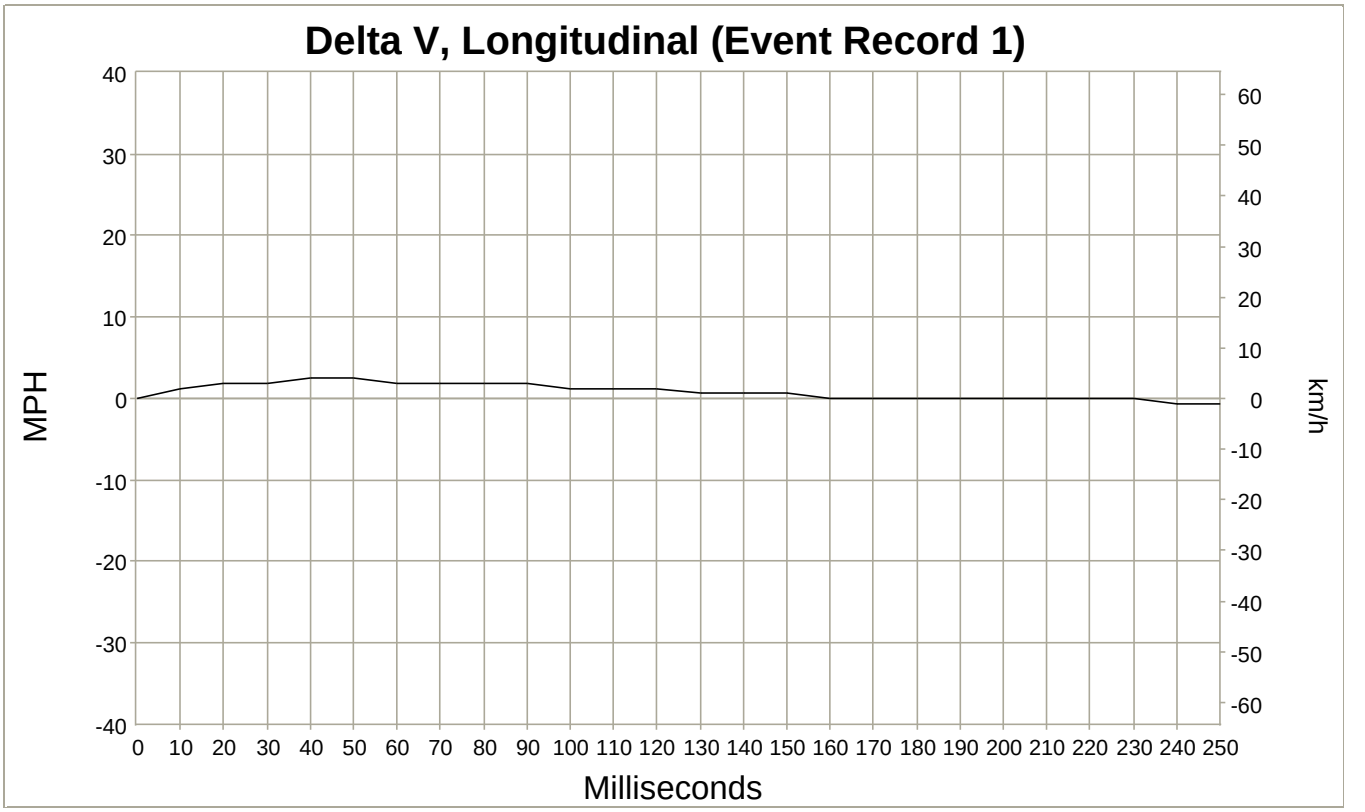
Deployment Command Data (Event Record 1)

Frontal Air Bag Deployment, Time to Deploy/First Stage, Driver (msec)	N/A
Frontal Air Bag Deployment, Time to Deploy/First Stage, Passenger (msec)	N/A
Frontal Air Bag Deployment, Time to 2nd Stage, Driver (msec)	N/A
Frontal Air Bag Deployment, Time to 2nd Stage, Right Front Passenger (msec)	N/A
Side Air Bag Deployment, Time to Deploy, Driver (msec)	N/A
Side Air Bag Deployment, Time to Deploy, Right Front Passenger (msec)	N/A
Side Curtain/Tube Air Bag Deployment, Time to Deploy, Driver Side (msec)	N/A
Side Curtain/Tube Air Bag Deployment, Time to Deploy, Right Side (msec)	N/A
Pretensioner Deployment, Time to Fire, Driver (msec)	N/A
Pretensioner Deployment, Time to Fire, Right Front Passenger (msec)	N/A

Pre-Crash Data -5 to 0 sec [2 samples/sec] (Event Record 1)

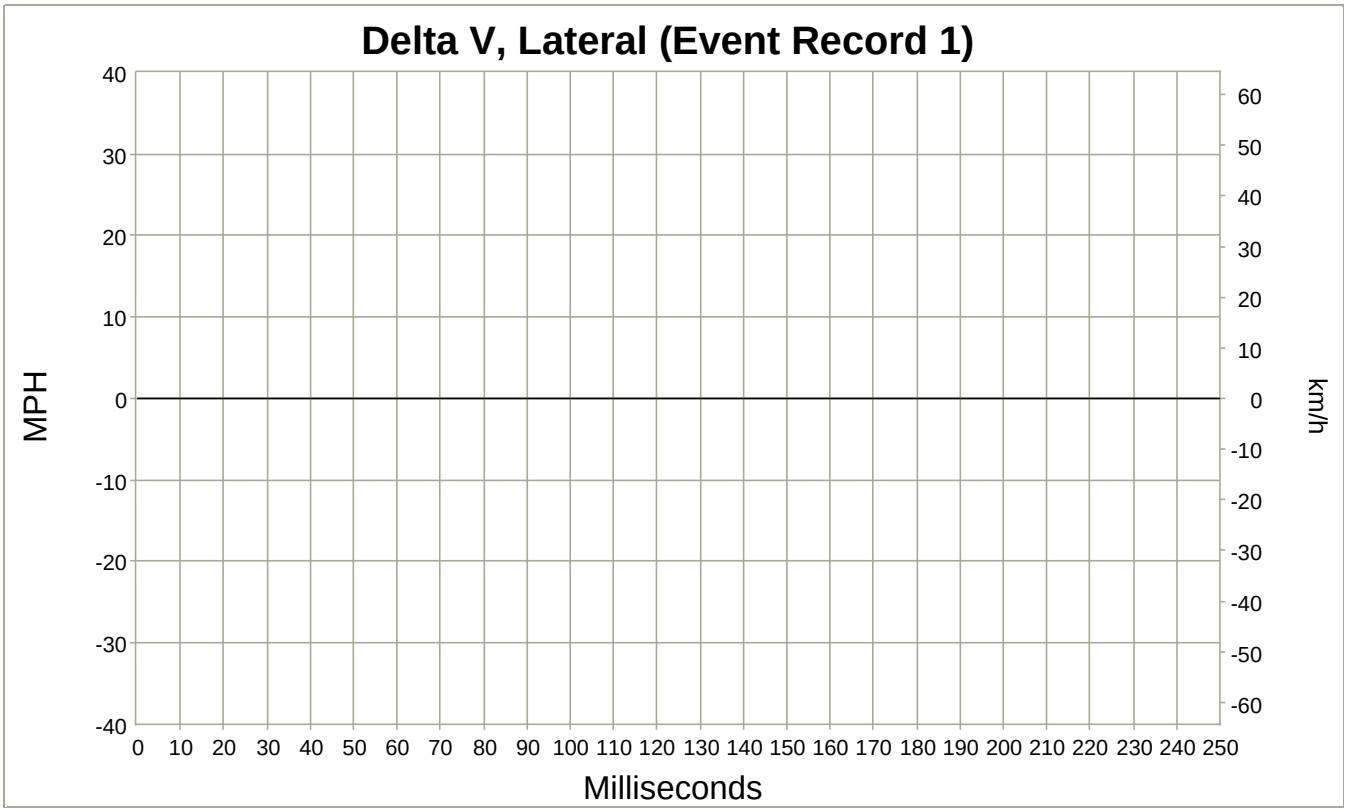
(the most recent sampled values are recorded prior to the event)

Time Stamp (sec)	Speed, Vehicle Indicated (MPH [km/h])	Accelerator Pedal, % full	Engine RPM	Motor RPM	Service Brake (On, Off)	Steering Input (deg)
-5.0	20 [32]	0	1000	1100	On (Brake Activated)	-2.5
-4.5	17 [28]	0	1000	1100	On (Brake Activated)	-2.5
-4.0	16 [25]	0	1000	1200	On (Brake Activated)	0
-3.5	14 [23]	0	1000	1200	On (Brake Activated)	2.5
-3.0	13 [21]	0	1000	1100	Off (Brake Not Activated)	2.5
-2.5	4 [7]	0	700	100	On (Brake Activated)	-5
-2.0	0 [0]	0	700	0	Off (Brake Not Activated)	-5
-1.5	0 [0]	0	700	0	Off (Brake Not Activated)	-5
-1.0	0 [0]	0	700	0	On (Brake Activated)	0
-0.5	0 [0]	0	700	0	On (Brake Activated)	0
0.0	0 [0]	0	700	0	On (Brake Activated)	7.5



Longitudinal Delta V (Event Record 1)

Time (msec)	MPH [km/h]
0	0 [0]
10	1 [2]
20	2 [3]
30	2 [3]
40	2 [4]
50	2 [4]
60	2 [3]
70	2 [3]
80	2 [3]
90	2 [3]
100	1 [2]
110	1 [2]
120	1 [2]
130	1 [1]
140	1 [1]
150	1 [1]
160	0 [0]
170	0 [0]
180	0 [0]
190	0 [0]
200	0 [0]
210	0 [0]
220	0 [0]
230	0 [0]
240	-1 [-1]
250	-1 [-1]



Lateral Delta V (Event Record 1)

Time (msec)	MPH [km/h]
0	0 [0]
10	0 [0]
20	0 [0]
30	0 [0]
40	0 [0]
50	0 [0]
60	0 [0]
70	0 [0]
80	0 [0]
90	0 [0]
100	0 [0]
110	0 [0]
120	0 [0]
130	0 [0]
140	0 [0]
150	0 [0]
160	0 [0]
170	0 [0]
180	0 [0]
190	0 [0]
200	0 [0]
210	0 [0]
220	0 [0]
230	0 [0]
240	0 [0]
250	0 [0]

Hexadecimal Data

```
DID    Data

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

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

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

2004  00 00 00 82 1C 00 00 FF FF CC 0A 00 00 00 00

2006  FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF FF FF FF FF FF 7F 7F 7F 7F 00 00 00 00
      00 00 00 00 00 00 00 00 FF FF FF FF 37 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00

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

201A  00 FE FD FD FC FC FD FD FD FD FE FE FE FF FF FF
      00 00 00 00 00 00 00 00 01 01 FC 12 00 20 00 1C
      00 19 00 17 00 15 00 07 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 01 00 01 01
      00 00 00 06 66 06 83 00 01 FF FF 01 FF 00 01 00
      FF FF FF FF FF FF FF FF 80 80 80 80 80 80 80 80
      80 80 80 80 80 80 80 80 80 80 80 80 80 80 80 80
      80 80

201B  80 80 80 80 80 80 80 80 80 80 80 80 80 80 80 80
      80 80 80 80 80 80 80 80 80 80 00 00 00 00 00 00
      00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
      00 00 00 00 00 2F 00 0A 00 0A 00 0A 00 0A 00 0A
      00 07 00 07 00 07 00 07 00 07 00 07

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

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      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F
      7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F 7F FF FF FF
      FF 00 00 00 01 00 01 FF FE FF FE FF FE 00 00 00
      00 00 03 F7 06 FB 16 00 0B 00 0B 00 0C 00 0C 00
      0B 00 01 00 00 00 00 00 00 00 00 00 00 FF FF 01
      FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
      FF FF FF 00 1D DD 20

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
```

Disclaimer of Liability

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

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	JN8AT2MT0JW[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	
Address				Eve. Phone	
City		State		Zip Code	Country: United States

Driver Name	[redacted]	DOB	[redacted]	Day Phone	[redacted]
Address	[redacted] Cherryville, NC [redacted]			Eve. Phone	[redacted]
City		State		Zip Code	Country

Owner Name	[redacted]	DOB	[redacted]	Day Phone	[redacted]
Address	[redacted] Cherryville, NC [redacted]			Eve. Phone	[redacted]
City		State		Zip Code	Country

Who notified NNA of incident?

CAR# [redacted]

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

II. Vehicle

Model Year	2018	Model Name	ROGUE	Mfg. Date	08/01/2018	VIN	JN8AT2MT0JW[redacted]
Mileage	18672	License #	[redacted]			State	NC

Special equipment & accessories

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

Number	Description	Status	Date

III. Description of Incident & Claim

Source of Information	Claimant	Incident Date	07/07/2019	Time	09:00:00 PM

Location of Incident (describe fully): C stated that it was on North Mountain Rd between E First St and E Main St

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

Vision obstruction (describe)

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	JN8AT2MT0JW[redacted]

Temperature at time of incident		Parking location prior to time of incident	
Overnight temperature prior to incident		Length of time parked	

Ice/Snow accumulation on vehicle? ☐ Yes ☐ No

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

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

Sequence of Events (according to claimant)

C stated C was on their way home
C stated as C came to town speed limit was 25 MPH
C stated C put foot off the gas before going over railroad
C stated before getting to the tracks the VEH came to a sudden stop
C stated when C first purchased the VEH it happened 3 times at the same rail road tracks
C stated in November
C stated the first time it was weird
C stated a week later it happened again as well as to C's husband
C stated C made the DLRSHP aware and they stated they were aware of issue
C stated the DLRSHP did the update for the AEB and the concern was resolved until recent incident
C stated it was a little hesitant but not stopping
C stated as soon as it happened C knew what it was
C stated C's husband was driving sons VEH behind C
C stated they were behind them and they ran into the back of the VEH
C stated because the road is a little bit of an incline it came up and totaled their sons VEH
C stated it was a Toyota corolla
C stated the airbags did not deploy but it did major damage to their sons VEH
C stated at this point their son is going to have to purchase another VEH
C stated C does not feel safe driving the rogue
C stated C is in the position to have to purchase another VEH because C does not feel safe
C stated C looked online and saw complaints about this
C stated NNA has been aware of this
C stated NNA has not done a recall
C stated it has never happened anywhere else but railroad track
C stated the track does not even stick above the pavement
C stated it is all flush

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

Driver Action (braking, steering, etc.)	Braking
Special Circumstances	
Actions taken after incident and results of those actions	Unknown

Vehicle Estimated Speed	0 mph	Source	CDR Data	Posted Speed Limit	Unknown
Other Vehicle Estimated Speed	Unknown	Source	CAR# [redacted]	Posted Speed Limit	Unknown

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	JN8AT2MT0JW[redacted]

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	Vehicle AEB system engaged the brakes, stopping the vehicle abruptly just before a rail road crossing, causing the vehicle following behind to impact the claimants vehicle.	Kimberly Vandenberg

IV. Occupants & Injuries

Source of Information: Claimant

Legend for Section IV. Seating Position:



Occupant Name: [redacted] DOB: 09/15/1959 Height:

Address: [redacted] Cherryville, NC[redacted] Weight:

Seating Position: Driver

Seat Belts Worn: Lap + Shoulder Belt Airbag Status:

Nature & Extent of Injuries:

Occupant Name: Empty DOB: Height:

Address: Weight:

Seating Position: Right Front

Seat Belts Worn: Airbag Status:

Nature & Extent of Injuries:

Occupant Name: Empty DOB: Height:

Address: Weight:

Seating Position: Left Rear

Seat Belts Worn: Airbag Status:

Nature & Extent of Injuries:

Occupant Name: Empty DOB: Height:

Address: Weight:

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	JN8AT2MT0JW[redacted]

Seating Position	Center Rear				
Seat Belts Worn		Airbag Status			
Nature & Extent of Injuries					
Occupant Name	Empty	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	Empty				
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: Toyota Corolla

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: 07/19/2019

Location of inspection: Gastonia Nissan

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

Trauma exist to the rear bumper, rear hatch door, tail pipe, wheel arch trim pieces at left and right side rear wheels,and trim piece missing from rear bumper

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

Photos taken by: Joe Hall # Photos: 100

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	JN8AT2MT0JW[redacted]

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

Exterior/Body	Trauma exist to the rear bumper, rear hatch door, tail pipe, wheel arch trim pieces at left and right side rear wheels,and trim piece missing from rear bumper
Engine/ Transmission/ Drivetrain	No abnormal conditions observed.
Underbody/ Suspension/ Steering/ Wheels & Tires	No abnormal conditions observed.
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	No abnormal conditions observed.
Seat Belts/ Child Restraints (if applicable)	No abnormal conditions observed.
Air Bags	No abnormal conditions observed.

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

FEB Operation mileage is 18,567 per Consult 3 plus.

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	Vehicle AEB system engaged the brakes, stopping the vehicle abruptly just before a rail road crossing, causing the vehicle following behind to impact the claimants vehicle.	Trauma exist to the rear bumper, rear hatch door, tail pipe, wheel arch trim pieces at left and right side rear wheels,and trim piece missing from rear bumper. FEB operation mileage from Consult 3 is 18,567 miles. DTC U1002 stored in ABS system. DTC C1A16-97 stored in Laser/Radar system.

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

Reporter's Signature Joe Hall

Reporter's Name & Region Joe Hall

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	JN8AT2MT0JW[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)	
Comments	

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	JN8AT2MT0JW[redacted]

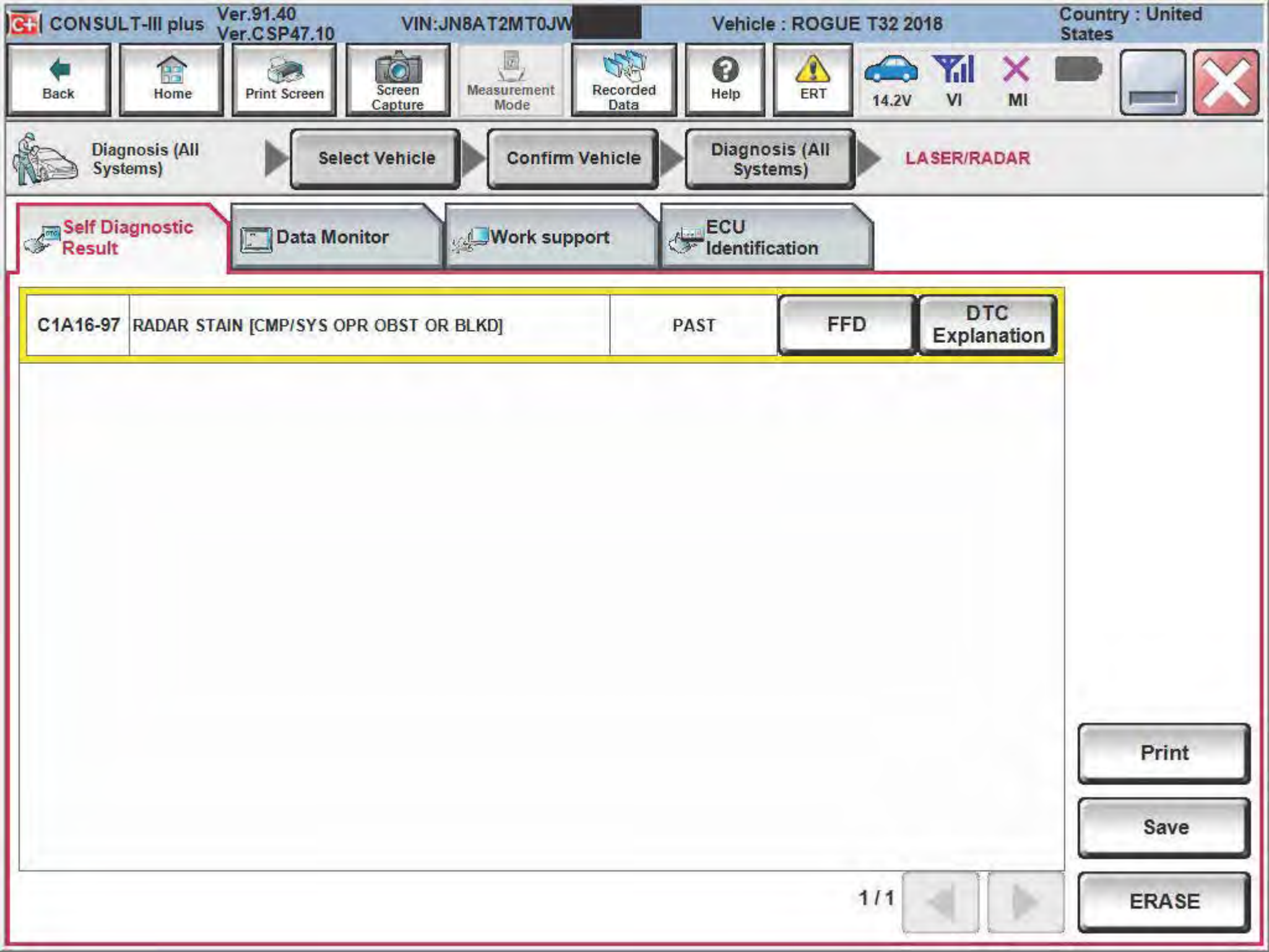
	Yes	No	Comments
Full diagnostic download included in report?	☑	☐	Data retrieved and submitted to case.
EDR download included in report?	☑	☐	Data retrieved and submitted to case.

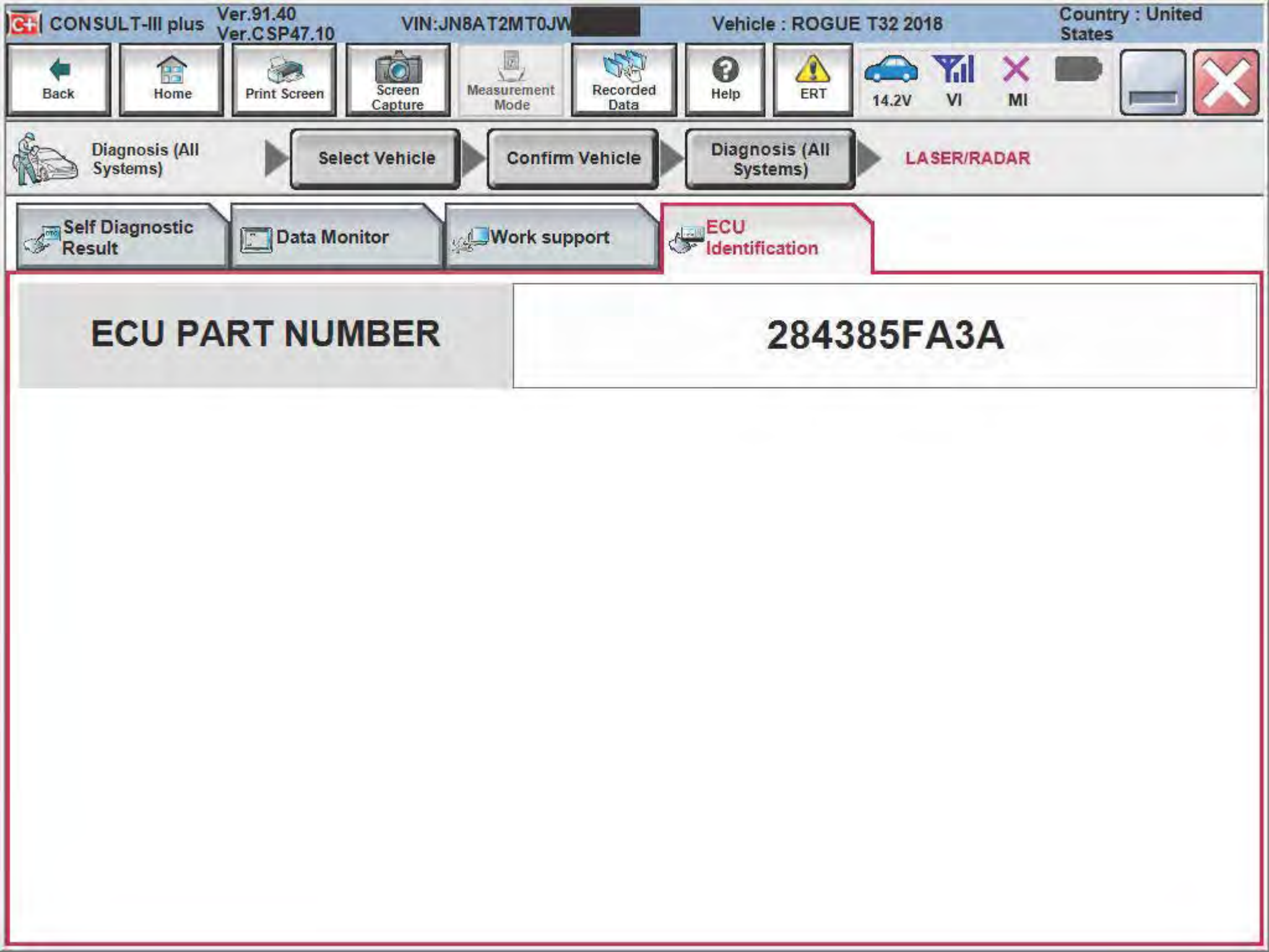
III. Sensor and ECM Visual Inspection

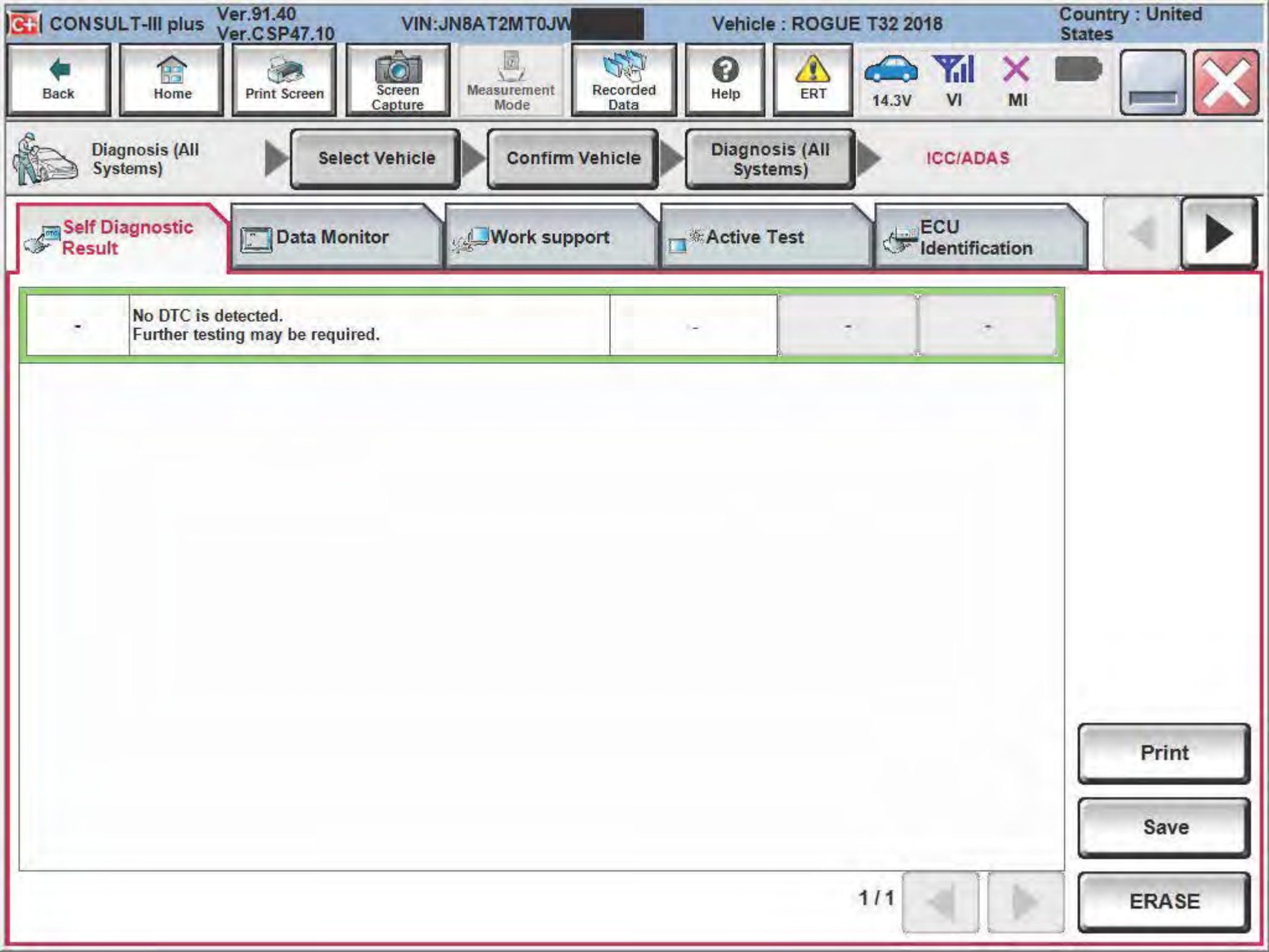
If Diagnostic results returned DTCs or diagnostic could not be performed, perform the following visual inspection.

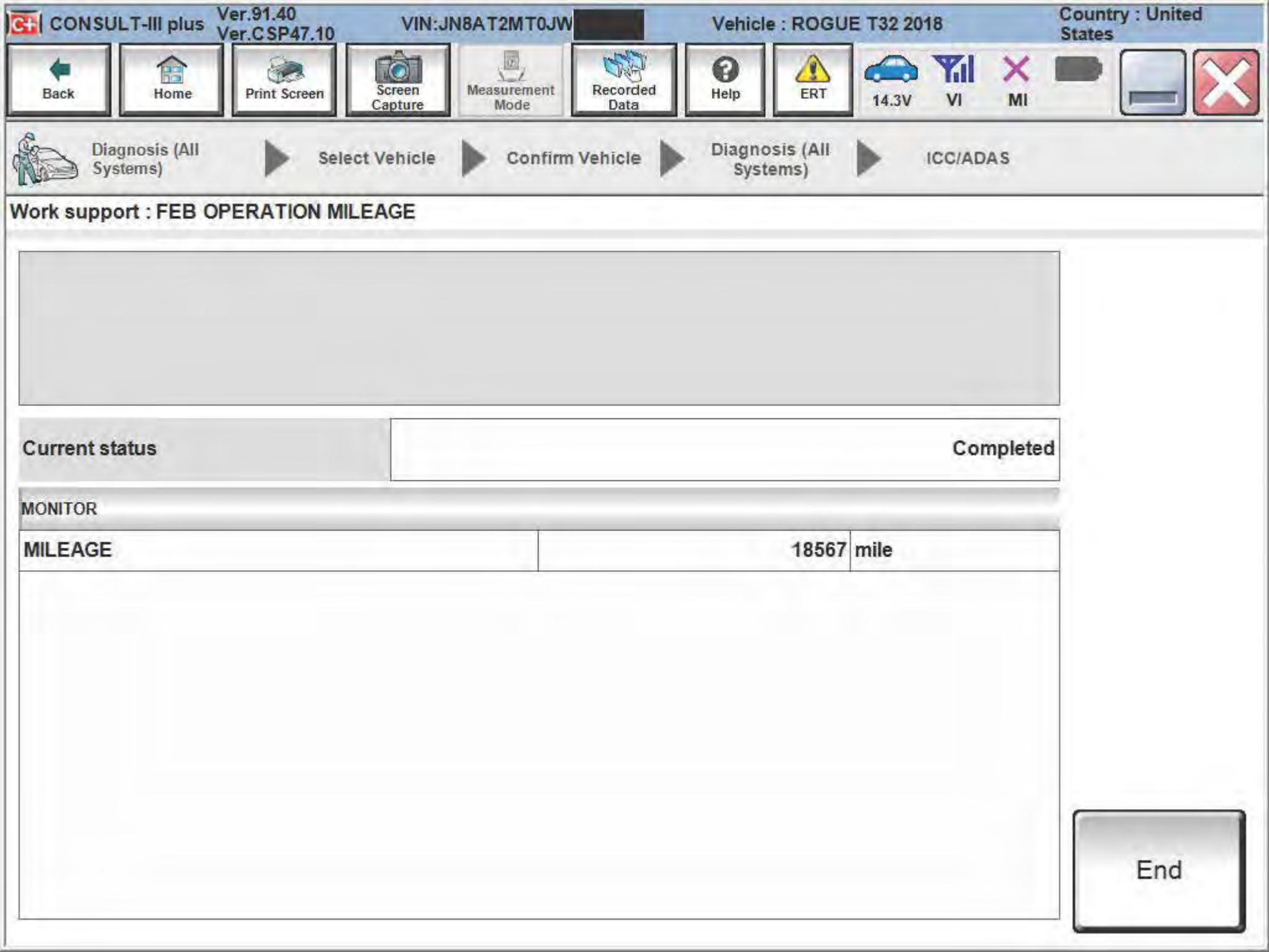
Yes	No		Comments
☐	☑	Obstructions to camera? (ie. dirt, stickers, etc.)	No abnormal condition observed.
☐	☑	Physical damage to camera? (ie. cracks)	No abnormal condition observed.
☐	☑	Obstructions to radar sensor units? (ie. dirt, stickers, etc.)	No abnormal condition observed.
☐	☑	Physical damage to radar sensor units? (ie. cracks)	No abnormal condition observed.
☑	☐	Electrical connection to radar module firmly seated?	No abnormal condition observed.
☑	☐	Electrical connection to camera module firmly seated?	No abnormal condition observed.

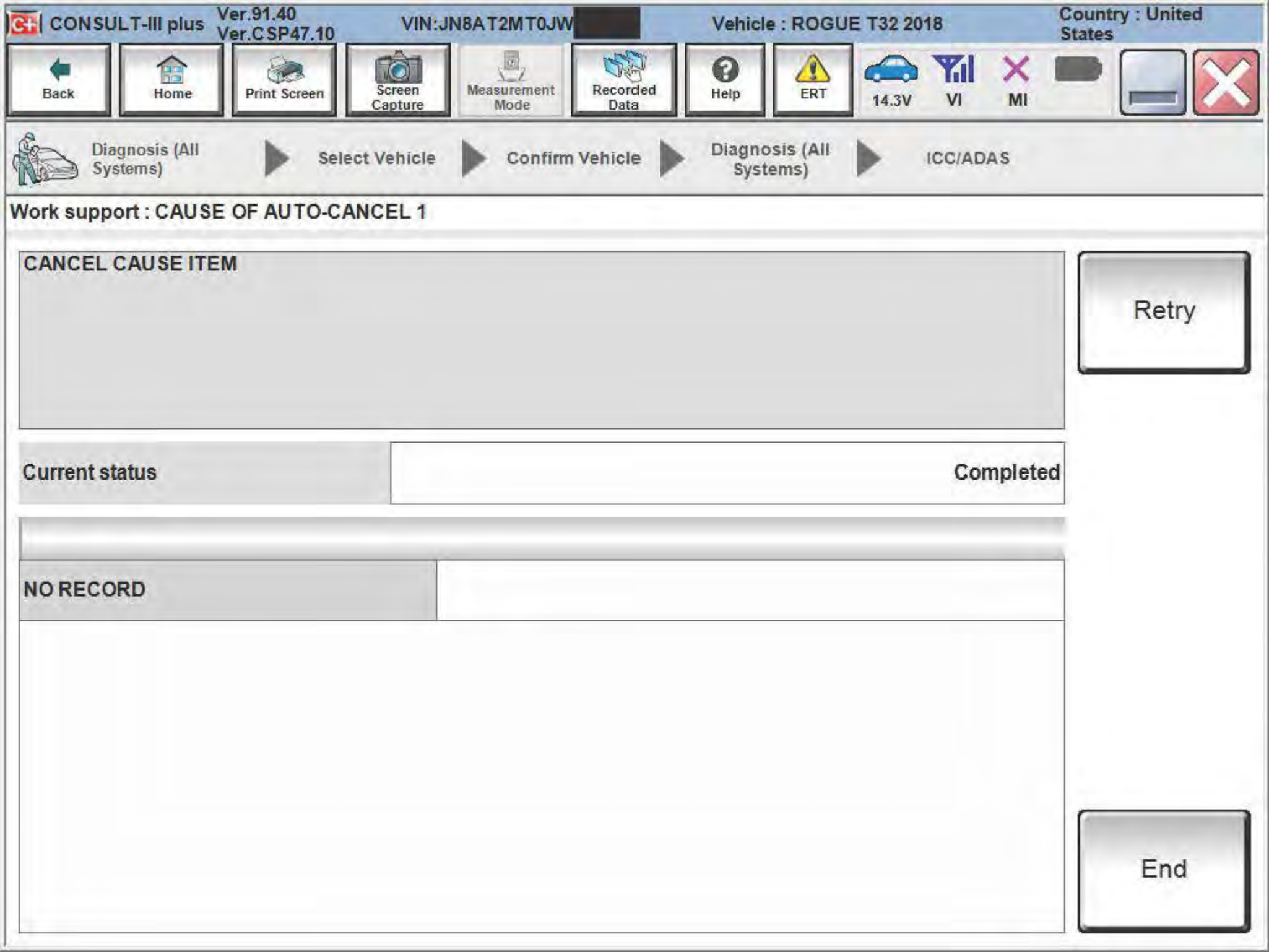
End of Form

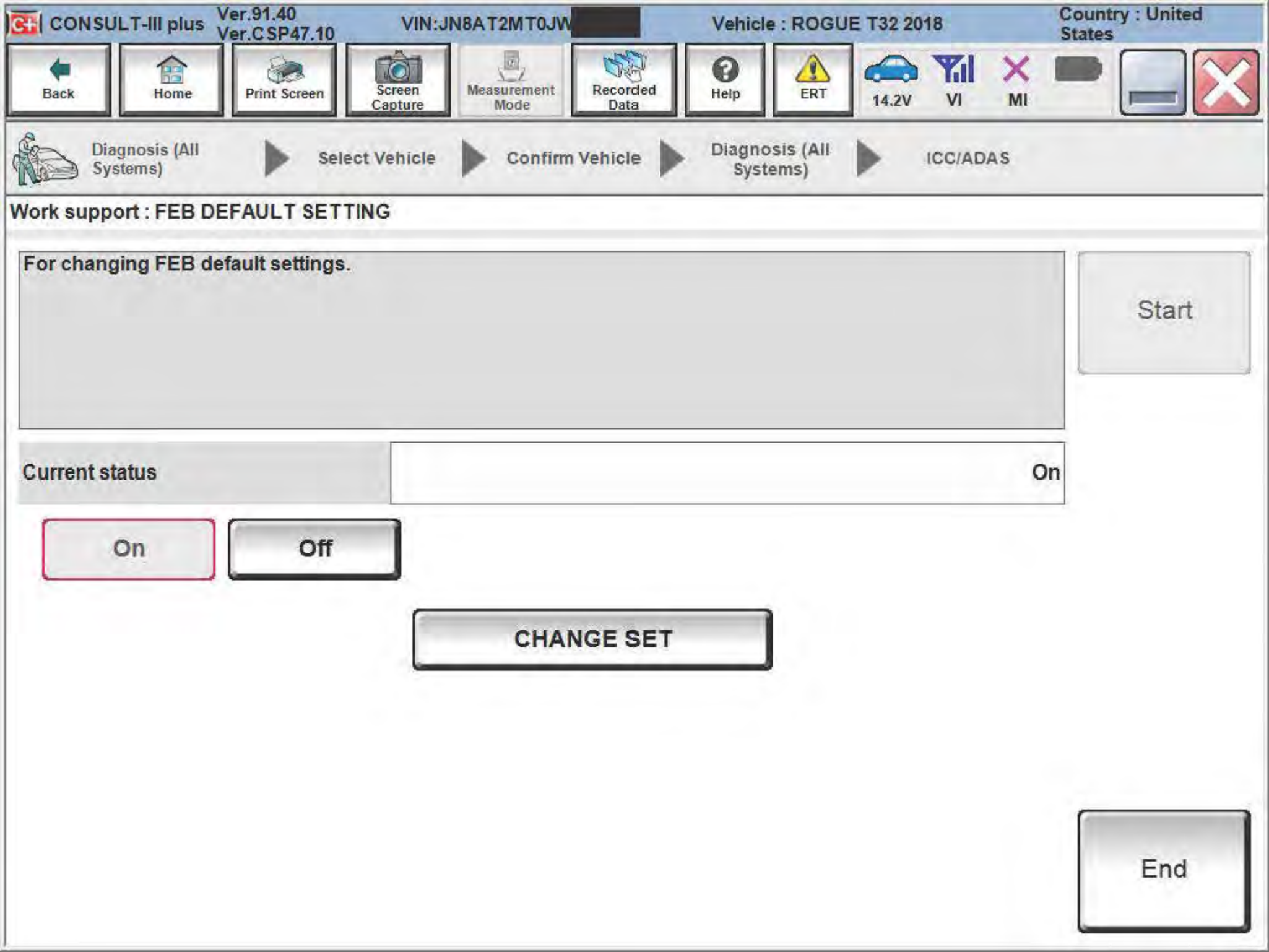

CONSULT-III plus
Ver.91.40
Ver.CSP47.10
VIN:JN8AT2MT0JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.2V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Explanation
Print
Save
ERASE
1 / 1

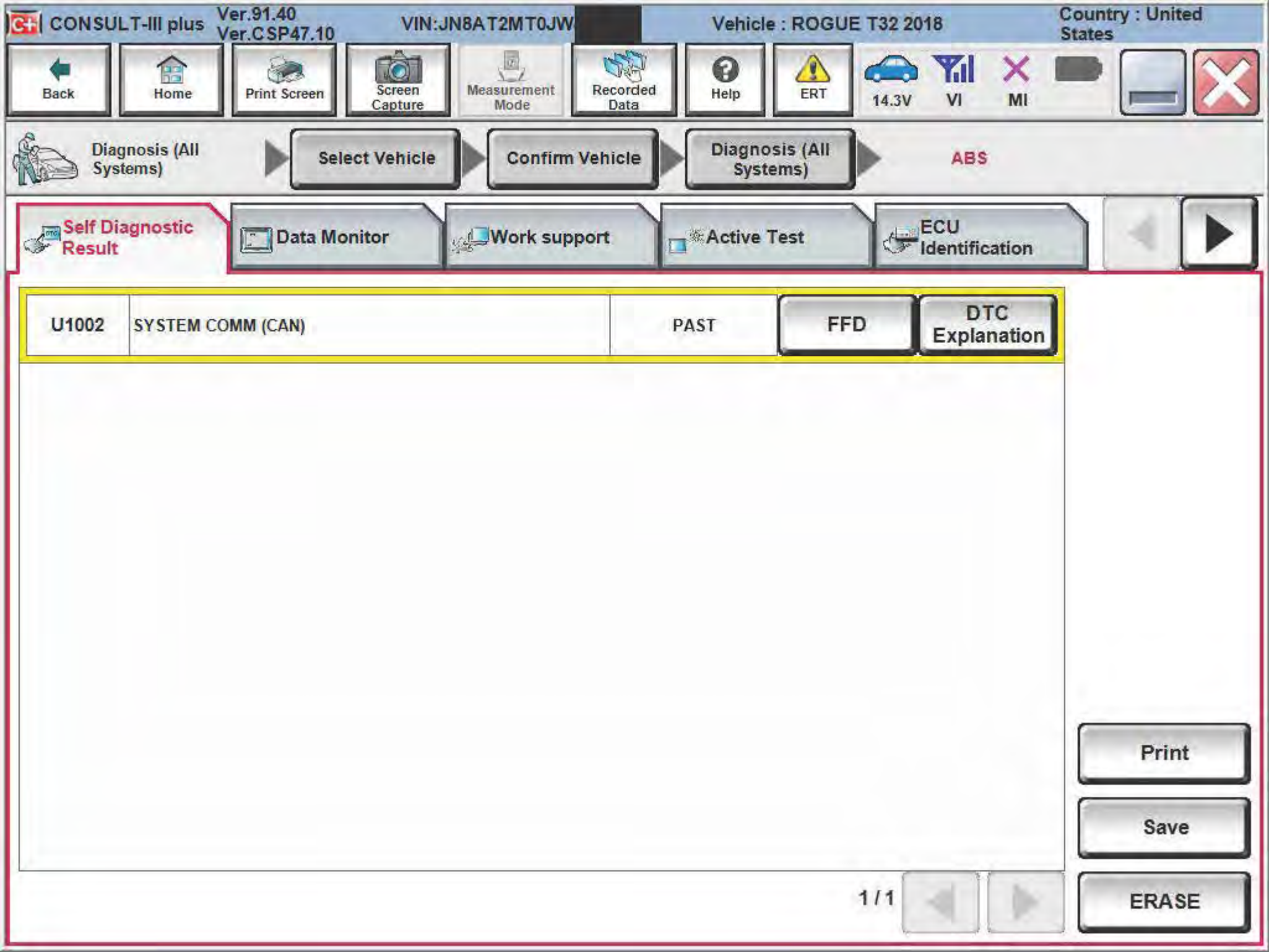

CONSULT-III plus
Ver.91.40
Ver.CSP47.10
VIN:JN8AT2MT0JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.2V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
LASER/RADAR
Self Diagnostic Result
Data Monitor
Work support
ECU Identification
ECU PART NUMBER
284385FA3A

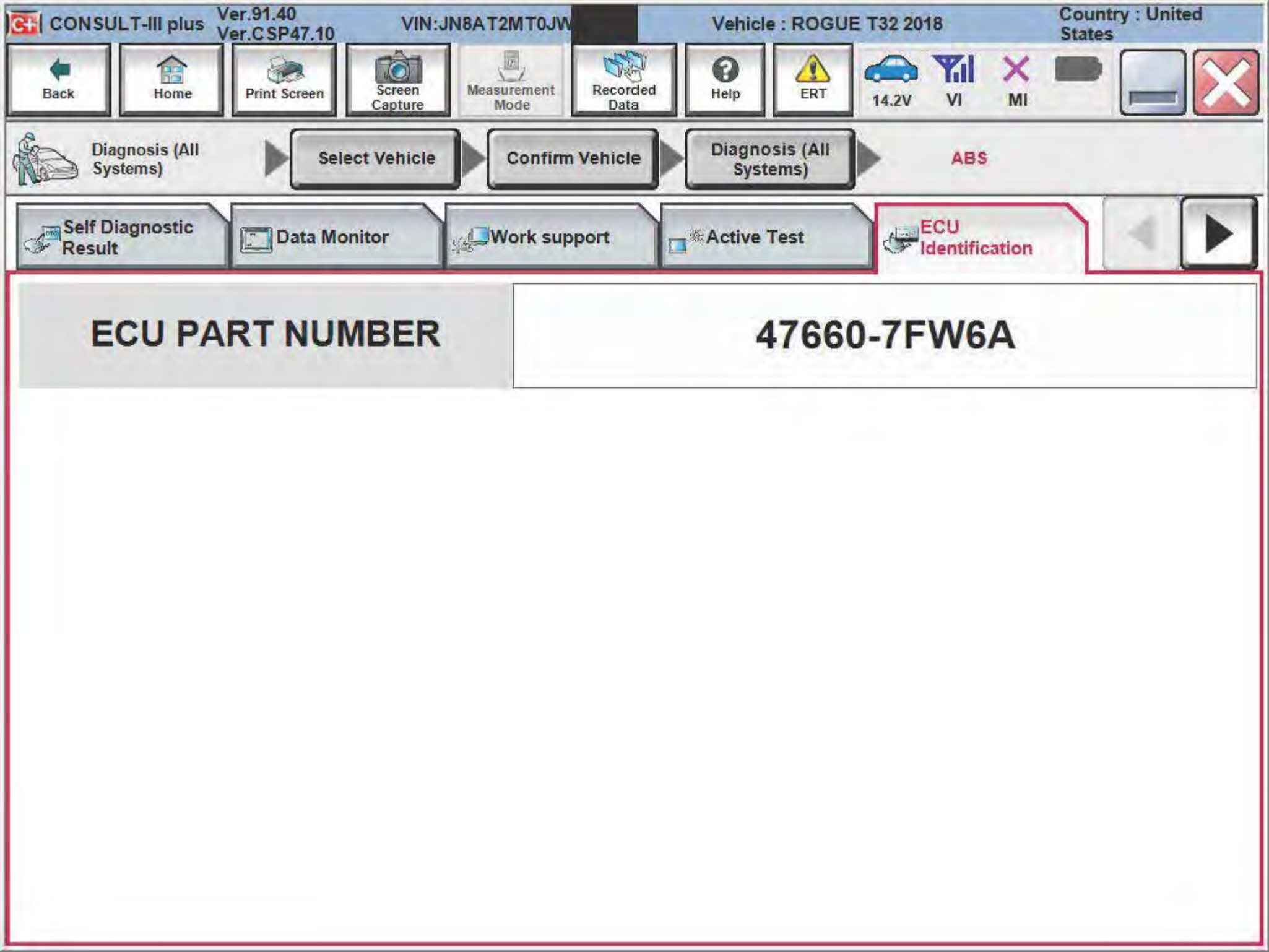

CONSULT-III plus
Ver.91.40
Ver.CSP47.10
VIN:JN8AT2MT0JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.3V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
-
No DTC is detected.
Further testing may be required.
-
-
-
1 / 1
Print
Save
ERASE

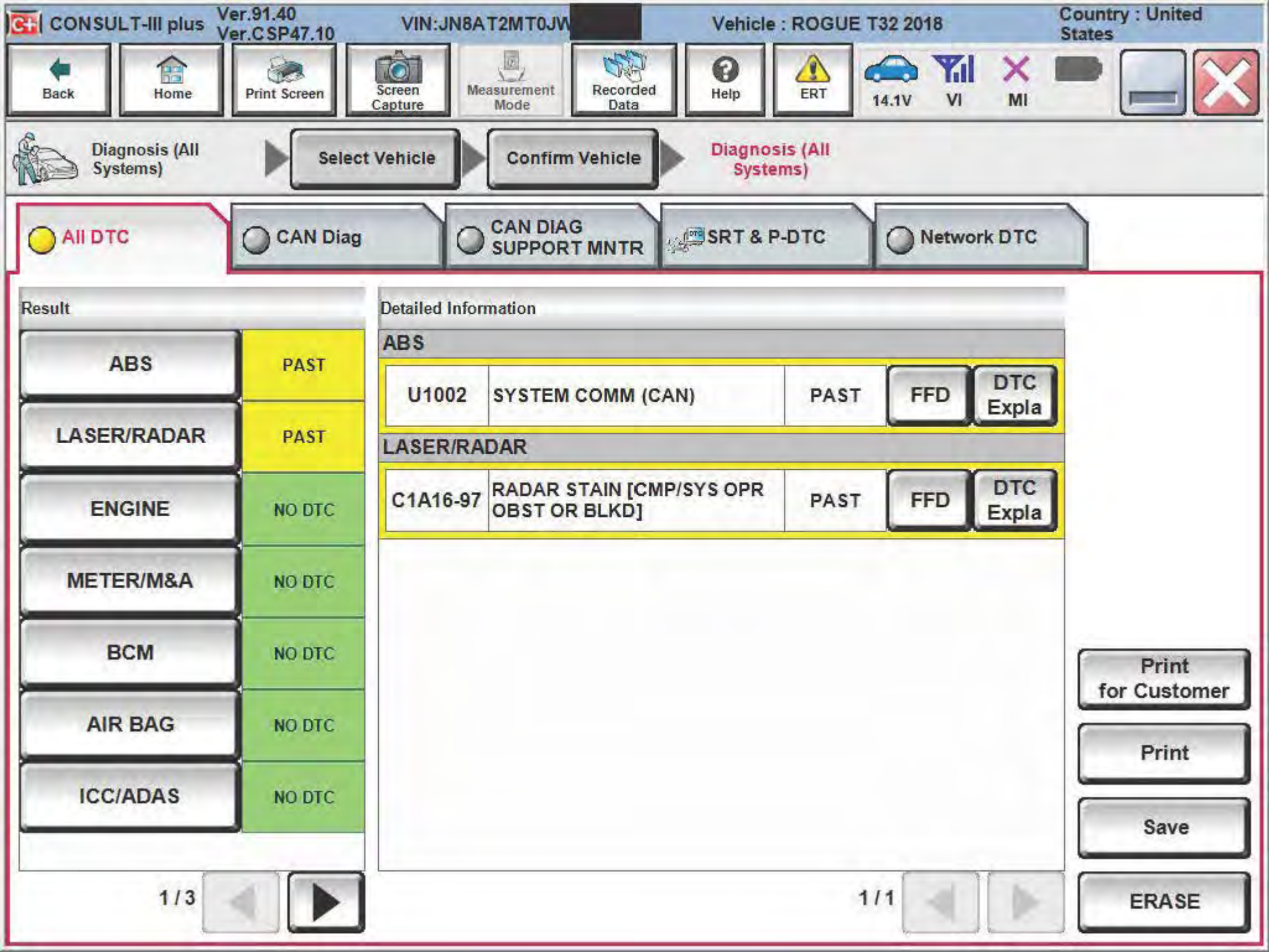

CONSULT-III plus Ver.91.40 Ver.CSP47.10
VIN:JN8AT2MT0JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.3V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB OPERATION MILEAGE
Current status
Completed
MONITOR
MILEAGE
18567
mile
End

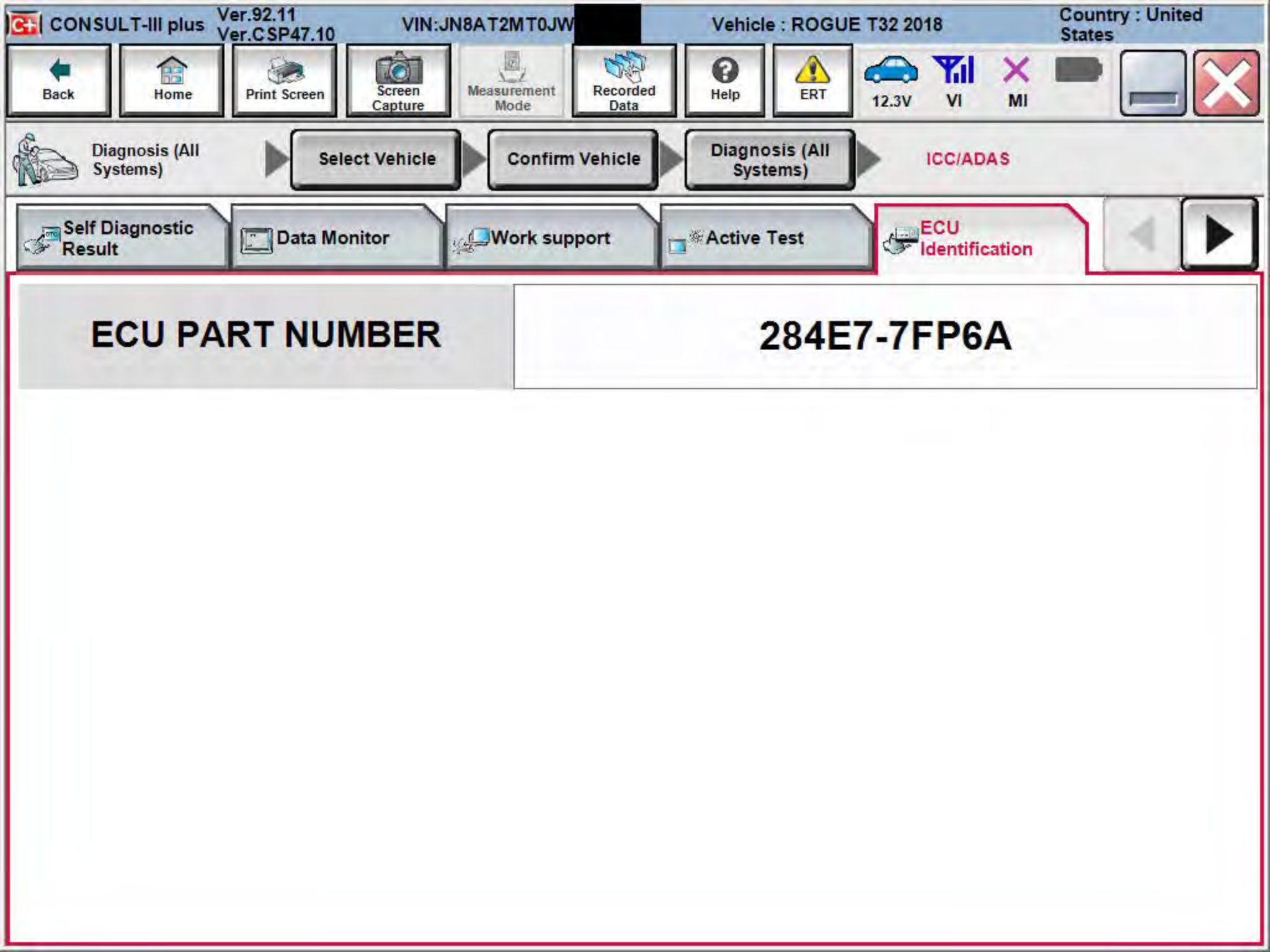

CONSULT-III plus
Ver.91.40
Ver.CSP47.10
VIN:JN8AT2MT0JW
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.3V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : CAUSE OF AUTO-CANCEL 1
CANCEL CAUSE ITEM
Retry
Current status
Completed
NO RECORD
End


CONSULT-III plus
Ver.91.40
Ver.CSP47.10
VIN:JN8AT2MT0JW
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.2V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Work support : FEB DEFAULT SETTING
For changing FEB default settings.
Start
Current status
On
On
Off
CHANGE SET
End


CONSULT-III plus
Ver.91.40
Ver.CSP47.10
VIN:JN8AT2MT0JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.3V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ABS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
U1002
SYSTEM COMM (CAN)
PAST
FFD
DTC Explanation
1 / 1
Print
Save
ERASE


CONSULT-III plus
Ver.91.40
Ver.CSP47.10
VIN:JN8AT2MT0JW
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.2V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ABS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
ECU PART NUMBER
47660-7FW6A


CONSULT-III plus
Ver.91.40
Ver.CSP47.10
VIN:JN8AT2MT0JW
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
14.1V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
All DTC
CAN Diag
CAN DIAG SUPPORT MNTR
SRT & P-DTC
Network DTC
Result
ABS
PAST
LASER/RADAR
PAST
ENGINE
NO DTC
METER/M&A
NO DTC
BCM
NO DTC
AIR BAG
NO DTC
ICC/ADAS
NO DTC
1 / 3
Detailed Information
ABS
U1002
SYSTEM COMM (CAN)
PAST
FFD
DTC Expla
LASER/RADAR
C1A16-97
RADAR STAIN [CMP/SYS OPR OBST OR BLKD]
PAST
FFD
DTC Expla
1 / 1
Print for Customer
Print
Save
ERASE


CONSULT-III plus
Ver.92.11
Ver.CSP47.10
VIN:JN8AT2MT0JW[redacted]
Vehicle : ROGUE T32 2018
Country : United States
Back
Home
Print Screen
Screen Capture
Measurement Mode
Recorded Data
Help
ERT
12.3V
VI
MI
Diagnosis (All Systems)
Select Vehicle
Confirm Vehicle
Diagnosis (All Systems)
ICC/ADAS
Self Diagnostic Result
Data Monitor
Work support
Active Test
ECU Identification
ECU PART NUMBER
284E7-7FP6A

PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2

DOCUMENTS

FIELD REPORTS



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

CDR File Information

User Entered VIN	5N1AT2MV5JC[redacted]
User	DTS BF
Case Number	
EDR Data Imaging Date	09/12/2019
Crash Date	
Filename	5N1AT2MV5JC[redacted]_ACM.CDRX
Saved on	Thursday, September 12 2019 at 10:43:14
Imaged with CDR version	Crash Data Retrieval Tool 17.10
Imaged with Software Licensed to (Company Name)	Nissan North America, Inc.
Reported with CDR version	Crash Data Retrieval Tool 17.10
Reported with Software Licensed to (Company Name)	Nissan North America, Inc.
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

No comments entered.

Data Limitations

General Information:

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

Airbag Control Unit (ACU)

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

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

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

Data Element Sign Convention:

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

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

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

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

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

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

0701_Nissan001_r007

DTCs at Time of Retrieval

None

Hexadecimal Data

```
DID    Data

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

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

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

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

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

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

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

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

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

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

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

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

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

F1A0  20


      59 02 09


      59 02 09


      59 0F 08
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Disclaimer of Liability

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



Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	5N1AT2MV5JC[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	
Address				Eve. Phone	
City		State		Zip Code	Country: United States
Driver Name	[redacted]	DOB	[redacted]	Day Phone	[redacted]
Address	[redacted] Billerica, MA [redacted]			Eve. Phone	
City		State		Zip Code	Country
Owner Name	[redacted]	DOB		Day Phone	[redacted]
Address	[redacted] Billerica, MA [redacted]			Eve. Phone	
City		State		Zip Code	Country

Who notified NNA of incident?

CAR# [redacted]

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

II. Vehicle

Model Year	2018	Model Name	ROGUE	Mfg. Date	12/17/2017	VIN	5N1AT2MV5JC[redacted]
Mileage	22464	License #				State	MA

Special equipment & accessories

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

Number	Description	Status	Date

III. Description of Incident & Claim

Source of Information	Claimant	Incident Date	08/14/2019	Time	05:30:00 PM

Location of Incident (describe fully): Tewksbury, MA. on Shawsheen Rd.

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

Vision obstruction (describe)

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	5N1AT2MV5JC[redacted]

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

Overnight temperature prior to incident | Length of time parked

Ice/Snow accumulation on vehicle? ☐ Yes ☐ No

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

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

Sequence of Events (according to claimant)

C stated C was driving
C stated the VEH beeped and the emergency brake went on
C stated C thinks it detected a metal plate in the roadway
C stated there was construction in the road and cones all around
C stated the emergency brake driving aid went on and C got rear ended by an older model Toyota Corolla

Relation to Roadway (on-road, off-road, left side, right side)

Number of times incident occurred

Driver Action (braking, steering, etc.)

Special Circumstances

Actions taken after incident and results of those actions

Vehicle Estimated Speed | Source | Posted Speed Limit

Other Vehicle Estimated Speed | Source | Posted Speed Limit

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	C stated C was driving on Shawsheen Rd and there was a metal plate in the road from construction. C stated FEB activated and stopped the VEH in the middle of the road causing C to get rear ended by another vehicle. C stated FEB should not of activated and C believes the FEB is defective which caused the VEH to stop in the middle of the highway.	[redacted]

IV. Occupants & Injuries

Source of Information: Claimant

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	5N1AT2MV5JC[redacted]

Legend for Section IV. Seating Position:



Occupant Name	[redacted]	DOB	[redacted]	Height	5"6
Address	[redacted] Billerica, MA [redacted]			Weight	135
Seating Position	Driver				
Seat Belts Worn	Lap + Shoulder Belt	Airbag Status	Airbag not deployed		
Nature & Extent of Injuries					

Occupant Name	Empty	DOB		Height	
Address				Weight	
Seating Position	Right Front				
Seat Belts Worn		Airbag Status			
Nature & Extent of Injuries					

Occupant Name	Empty	DOB		Height	
Address				Weight	
Seating Position	Left Rear				
Seat Belts Worn		Airbag Status			
Nature & Extent of Injuries					

Occupant Name	Empty	DOB		Height	
Address				Weight	
Seating Position	Center Rear				
Seat Belts Worn		Airbag Status			
Nature & Extent of Injuries					

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

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	5N1AT2MV5JC[redacted]

Occupant Name		DOB		Height	
Address				Weight	
Seating Position	Empty				
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	
Name, address, phone of other party involved	Toyoda Corolla
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	09/12/2019
Location of inspection	Herb Chambers Nissan of Westborough

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

superficial damage to rear bumper fascia

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

Photos taken by	Benjamin Foss	# Photos	34

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	superficial damage to rear bumper fascia
Engine/ Transmission/ Drivetrain	no incident related damage noted
Underbody/ Suspension/ Steering/ Wheels & Tires	no incident related damage noted
Interior Observations/ Seats/ Instrument Panel/ Headliner/ Trim	no incident related damage noted
Seat Belts/ Child Restraints (if applicable)	no incident related damage noted
Air Bags	no incident related damage noted

Incident Investigation Report

CAR #	[redacted]
Claimant	[redacted]
VIN	5N1AT2MV5JC[redacted]

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

Customer supplied photos of roadway where incident occurred. DTS inspected vehicle and found that vehicle is subject to an open campaign related to FEB concerns (P8327, NTB 19-064) Consult data shows part numbers for radar and ADAS are subject to reprogramming. Consult data shows FEB operation at approximate mileage that incident occurred. NO CDR data stored.

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

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

#	Allegation	Factual Findings
1	C stated C was driving on Shawsheen Rd and there was a metal plate in the road from construction. C stated FEB activated and stopped the VEH in the middle of the road causing C to get rear ended by another vehicle. C stated FEB should not of activated and C believes the FEB is defective which caused the VEH to stop in the middle of the highway.	Customer supplied photos of roadway where incident occurred. DTS inspected vehicle and found that vehicle is subject to an open campaign related to FEB concerns (P8327, NTB 19-064) Consult data shows part numbers for radar and ADAS are subject to reprogramming. Consult data shows FEB operation at approximate mileage that incident occurred. NO CDR data stored. DTS advised customer during the IIR inspection that there is an open service campaign and advised customer to have the campaign performed ASAP. Customer did not have time to get the campaign done during the IIR inspection.

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

Reporter's Signature Benjamin Foss

Reporter's Name & Region Benjamin Foss, Northeast Region

End of Form