



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

16-JUL-2015

Repository ☐Reference No.
10734457

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City LAKE MARY

State FL

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

5N1AT2MT9FC7 [REDACTED]

Make

NISSAN

Model

ROGUE

Model Year

2015

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-JUN-2015

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 980000 UNKNOWN OR OTHER

Failure Mileage
10Failure Speed
0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

THE PROBLEM IS THAT THE DOORS DO NOT UNLOCK UNTIL YOU PRESS THE ENGINE STOP BUTTON. THEN ALL THE DOORS UNLOCK, NOT JUST THE DRIVER'S DOOR. THAT MAKES IT VERY EASY FOR CAR JACKERS, PURSE SNATCHERS, AND CHILD ABDUCTORS TO WAIT AT A GAS STATION FOR YOU TO PULL UP, TURN OFF YOUR ENGINE SO YOU CAN GET OUT, AND COMMIT THEIR CRIME WHEN ALL THE DOORS UNLOCK. OBVIOUSLY THE SAME WOULD BE TRUE IF FOR SOME REASON YOU WERE PULLING INTO A SHOPPING MALL OR GROCERY STORE PARKING LOT. THERE IS A METHOD TO REVERSE THE OPERATION SO NO DOORS UNLOCK WHEN YOU TURN OFF THE ENGINE AND THIS IS SAFER, EXCEPT:

THE DRIVER'S DOOR LOCK AND FRONT PASSENGER DOOR LOCK ARE NOT MECHANICALLY CONNECTED THE THE DOOR HANDLE. IE, IF YOU DISABLE THE AUTO DOOR UNLOCK, YOU CANNOT OPEN THE DRIVER'S DOOR IN AN EMERGENCY -- LIKE A CAR FIRE, HEART ATTACK, ACCIDENT -- UNLESS YOU CAN FIND AND RELEASE THE DOOR LOCK WHICH HAS BEEN "AESTHETICALLY" HIDDEN IN THE DOOR AND DESIGNED SO IT IS NOT EASILY OPENED -- I ASSUME TO PREVENT SOMEONE FROM USING A WIRE TO UNLOCK THE DOOR. THIS IS THE FIRST VEHICLE I HAVE EVER DRIVEN THAT THE DRIVER (AND FRONT SEAT PASSENGER) CANNOT EXIT WITHOUT MANUALLY FINDING AND FLIPPING THE DOOR L

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ





The problem with the 2015 Nissan Rogue SL is that all five doors are electronically controlled. If the battery fails due to impact or fire the doors do not open. There is a mechanical lock on the front doors but it is small and designed to be inconspicuous, I assume for cosmetic reasons. Consequently, in the event of an emergency, it would be very difficult, if not impossible, to open the front doors of the vehicle because the door handles are not mechanically connected to the door locks. In other words, pulling the door handle will not automatically unlock and open the door.

I have just recently discovered that the rear hatch door on this SUV has NO mechanical means of opening. Therefore, if there are children or pets in the back and the battery fails because of an impact or fire, there is actually NO way to open the hatch. Most SUVs have a mechanical unlock, in the form of a key lock, to open the hatch in case of emergency, and/or a mechanical door handle inside the hatch area to open the door. Not so on this death trap.

I have found that the solution to the front door handle / lock problem is a simple \$2 metal post that can be inserted in the door handle that Nissan does not offer. This should be standard on ALL vehicles before someone dies or is gravely injured.

The rear door should have some means of mechanical access in the event of an emergency and a dead battery or cut/burned wires.