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Oceanside, CA
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October 19, 2015

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OCT 29 2015

My wife [REDACTED] owns a 2012 Nissan Juke which has an occasional failure to start problem. This problem recently placed us in a very dangerous situation. The problem is not unique to our vehicle.

The first occurrence of failure to start occurred when we were making a trip cross-country. We stopped at 8:00 pm in Green River, Utah for gas and the car would not restart. Because of the remoteness of Green River and the late time of day, it was about two hours before AAA arrived and started the car with jumper cables from his battery. The AAA mechanic checked the battery and alternator with his meters and said the car was fine – the battery charge was good, battery terminals and cables clean and good connections, and alternator working fine. It was a mystery why the car would not start without a jump start. We went the next day to a Nissan dealer who also said the car checked out fine.

While this first occurrence of failure to start was not a safety issue, the second occurrence was quite dangerous. Last week we were stopped in traffic on I-5 in San Diego County waiting for an accident to be cleared. At that point I-5 is four lanes each direction. We were in the right lane next to a concrete barrier (no shoulder). We turned off the engine and all accessories while we were waiting and, when traffic started moving again, our car would not restart. We had to wait almost an hour for assistance to jump start the car. During that hour our blinkers did not work and semi-trucks were approaching us from behind at highway speeds, resulting in several near misses. It was frightening.

When the car fails to start, it initially makes electronic clicking noises (not starter motor clicking noise). The engine does not turn at all and after a couple minutes the car goes totally dead. Upon being jump started, the battery and electronics are perfectly fine.

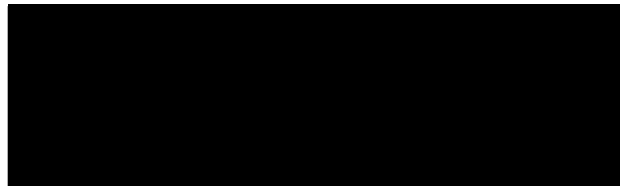
I searched the internet to determine if other Juke owners have this problem and, indeed, there are apparently many others. The other owners also have not had any success with their dealers in fixing the problem. A few owners say they have determined the problem to be with the start permissive that requires the brake pedal be depressed. It's not clear if the problem is with the

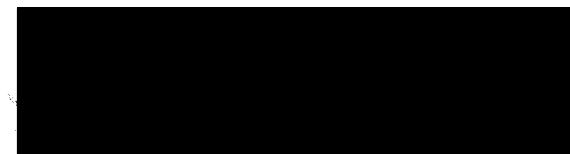
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electronic start circuit not sensing a depressed brake pedal, or if it is a defective brake switch, or if the de-energized pneumatic assist makes the brake pedal too stiff to depress sufficiently.

Apparently, a few years ago, Nissan Altima's had a similar or the same problem and the brake switch and circuitry was identified as the fault. (To the anger of Altima owners, there was no recall and the owners themselves had to pay for the fix to the brake permissive.) Today though, the dealers have not identified any fix for the Juke starting problem.

The failure to start problem may seem to be a nuisance and not a safety issue, but my harrowing experience being helplessly stranded in the fast and busy truck lane on I-5 demonstrates it can be quite dangerous.





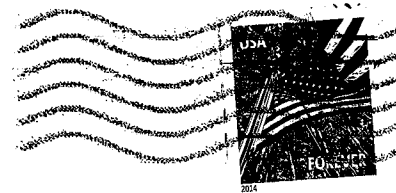
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