

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Date Received

APR 08 2016

23-FEB-2016

Repository ☐

Reference No.
10837710

OWNER INFORMATION (Type or Print)

Name

Address

City

LAND O LAKES

State FL

Zip Code

Daytime Telephone Number

E-mail Address

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

JN8AF5MR5CT

Make

NISSAN

Model

JUKE

Model Year

2012

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-FEB-2016

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

Failure Speed

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: DOTM19ABC036)

☐ 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

Number of Deaths

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).

TL* THE CONTACT OWNS A 2012 NISSAN JUKE. WHILE THE VEHICLE WAS PARKED, IT FAILED TO START WITHOUT WARNING. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE FAILURE COULD NOT BE DETERMINED. THE BATTERY WAS REPLACED, BUT THE FAILURE RECURRED RANDOMLY. THE VEHICLE WAS TOWED TO A DEALER WHERE THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN. - approximately 51,000 miles.

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 to 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.

Mr. Carlos Ghosn, President and CEO

January 10, 2016

Nissan

One Nissan Way

Franklin, TN 37067

Dear Mr. Ghosn:

I am writing in regard to the Nissan Juke I purchased in 2012. I love my Juke; however, I've had a problem twice now with it that does not appear fixable. I did purchase the extended 100k mile warranty through the dealer. (My blue Juke attracts so much attention I hand out my salesperson's business cards to people that stop me to ask about the car.)

Several months ago, late at night, My Juke failed to start. The dashboard lights lit up as did the radio lights and I waited a little while longer to hit the pushbutton again. Dead. I called AAA who came and jump started me, and I was able to drive home. The next day I was able to drive to my Juke to the dealer (Wesley Chapel Nissan) where they were unable to find anything wrong with my car, but did install a new battery since it was under warranty.

Last Monday the same thing happened. I called Naca at the dealership –he's the service manager and takes good care of my car. I told him the same thing happened. The towing person was unable to jump start the car this time so I had it towed. Naca stated their computer showed it was "operator error" and that the accessories button must have been pushed twice. I informed him that I only hit the button once to start it. (Once to start and once to stop.) The radio, air conditioning and GPS all turned off completely. The "operator error" may have occurred when I tried to start the car, it wouldn't start, waited a few minutes and again tried to start the car. However, nothing turned on at all. The lights did flash the 2nd time and then nothing. Dead. I couldn't even lock the car doors as there wasn't any power.

The service technician explained that the Juke uses a special battery and not a regular one. Naca said they would check the battery whenever I come in for an oil change or service and replace it as needed. They did replace the battery again. Please understand I love the dealership and Naca is wonderful, so my complaint is not against them. It is about the car not starting properly twice within the last few months for the same issue. The first 3 years I did not have this issue.

There are 3 similar complaints on safecar.gov with the Juke.

I am concerned because I am disabled and if I end up stranded at night it will not be a good situation for me. I also understand that if a vehicle has the same issue 3 times, lemon law will apply. I really want to have this issue fixed. Breaking down every 6 months is not an option for me.

Kindly respond within 30 days to suggest a solution that will fix my car.

Thank you,

[REDACTED]

Land O Lakes, FL [REDACTED]

+++++

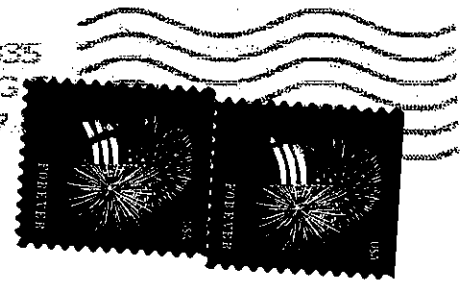
Note: I never received a response to this letter. I called and spoke with Justin in Consumer Affairs, who arranged for Tom Osborn to meet me at Wesley Chapel Nissan. He said he made minor adjustments and 2 days later the car was dead. I went back to the dealer—they couldn't find anything wrong with it but Brandon in Service said he made some adjustments. Mr. Osborn blew me off the phone when I called back—after telling me he would take care of me. The dealer has tried to help—they just don't know what's wrong with the car. I do have an extended warranty. There is no rhyme or reason to when the car dies. There are multiple complaints on other websites as well from consumers with the same problems.



Land O Lakes, FL



TAMPA FL 335
SAINT PETERSBURG
25 MAR 2016 PM 7



U.S. Dept of Transportation
Nat'l Hwy Traffic Safety Admin.
Office of Defects Inv. NEF-100
1200 New Jersey Ave SE
Wash, DC 20077-9382