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

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	Repository ☐
17-APR-2018 JUL 23 2018	Reference No. 11088557

OWNER INFORMATION (Type or Print)

Name	[redacted]		
Address	[redacted]		
City FORT WAYNE	State IN	Zip Code [redacted]	

Daytime Telephone Number	E-mail Address
[redacted]	[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	Make	Model	Model Year
JN8AF5MV3B[redacted]	NISSAN	JUKE	2011

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
11-24-17	Gus Automotive				
Original Owner ☐	Dealer's City Fort Wayne	State In	Zip Code 468		

Transmission Type			Multiple Failure:	Incident Date(s)
Automatic	☑ Antilock Brakes ☑ Cruise Control	Powertrain		12-APR-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 070000 FUEL SYSTEM, GASOLINE, 060000 ENGINE (PWS)	Failure Mileage	Failure Speed
	98865	70

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
n/a		n/a

DOT No. (Example: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2011 NISSAN JUKE. WHILE DRIVING APPROXIMATELY 70 MPH, THE VEHICLE DECELERATED INDEPENDENTLY AND STALLED. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE TURBO FIELDS WERE DAMAGED, WHICH CAUSED OIL TO ENTER THE INTAKE. THE MECHANIC ALSO STATED THAT THE TURBOCHARGER NEEDED TO BE REPAIRED. THE VEHICLE WAS NOT REPAIRED. THE DEALER (FORT WAYNE NISSAN, 260-484-9500) WAS CALLED TO SCHEDULE A REPAIR APPOINTMENT FOR THE FAILURE AND TO BE REPAIRED PER NHTSA CAMPAIGN NUMBER: 18V156000 (FUEL SYSTEM, GASOLINE). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 98,865.

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.

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 04/17/18
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]			
Mailing address: [redacted]			
City: Fort Wayne		State: IN	Zip code: [redacted]
Day phone: [redacted]	Evening phone [redacted]		Cell phone:
Fax:	E-mail address [redacted]		

SECTION 2: VEHICLE INFORMATION

Make: Nissan	Model: Juke	Year: 2011	Current mileage: 93865
Name(s) that appears on the vehicle title: [redacted]			
Selling dealer/city/state: Yes Automotive, Fort Wayne, IN			
Primary Servicing dealer/city/state: Hires Automotive Center,			
Acquired as ☐ new ☐ used ☐ demo ☒ leased		Is the vehicle in your possession? ☒ yes ☐ no	
Purchase/lease date: 11/07/17		Mileage at purchase/lease:	
First repair attempt date: 04/13/18		First repair attempt mileage: 93865	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: ☒ Automatic ☐ Manual
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no		Date of accident:	
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Inform the public of Nissans negligence towards consumerscustomers regarding the safety recall issues at hand. The are three major safety issues presently at hand. My car is not being honored due to not meeting a date within 60 days. This a national and potential deadly recall.

I made an error in this Statement. It is not within 60 days, it was 7 months, Yet it is Still within the manufactured date timeframe requirements.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER JN8AFSMV3BT[redacted]

CCF

Case Number: [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days** **6/10/07 12,700 miles 1 day**	**yes**
Turbo Charger			(4-25-18) 13 days as of this date	yes
Fuel Rail PressurePressure Sensor		1	1 day	no ~~yes~~

Total days out of service for all problems: 13

Signature of Titled Owner(s) [redacted] Date 4-25-18

Printed Name of Titled Owner(s) [redacted]

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

AutoZone Store 627 1310 COLISEUM BLVD. NORTH FT WAYNE IN 46805 (260)424-1272

AutoZone

MyZone Health Report Powered By Innova

ID #[redacted]

Mileage Reported: 750000
VIN: JN8AF5MV3BT******

ASE certified Master Technicians have seen this issue on your type of vehicle and the most likely solution is: Replace Turbocharger Assembly

Definition

Code P2263 indicates that with the engine running above a specified RPM the PCM detected that the increase in boost pressure was lower than the minimum acceptable limit for a predetermined period of time.

Error Codes Read

P2263 Turbo / Super Charge Boost System Performance

P2263 Turbo / Super Charge Boost System Performance

P0011 Intake Valve Timing Control Performance (Includes Hybrid Models)

P2263 Turbo / Super Charge Boost System Performance

P0011 Intake Valve Timing Control Performance (Includes Hybrid Models)

P0014 Exhaust Valve Timing Control Performance

Suggested Parts

Turbo Charger (O.E. Replacement)

How It Works:

A turbocharger harnesses the flow of exhaust gases that spins an internal turbine. This turbine then forces or packs air into the engine faster than normal. This action increases the horsepower of the engine.

When It Doesn't Work:

A failed turbo charger will cause a decrease in engine performance.

Suggested Maintenance

- ☐ 750000 miles - Change Engine Oil and Filter
- ☐ 750000 miles - Inspect Axle Assembly and Suspension System
- ☐ 750000 miles - Inspect Ball Joints
- ☐ 750000 miles - Inspect Brake System, Friction Material and Hydraulic System.
- ☐ 750000 miles - Inspect CV Joints and Boots.
- ☐ 750000 miles - Inspect Differential Fluid Level and Condition.
- ☐ 750000 miles - Inspect Drive/Accessory Belt(s) and Tension.
- ☐ 750000 miles - Inspect Exhaust System
- ☐ 750000 miles - Inspect Manual Transmission Fluid Level & Condition
- ☐ 750000 miles - Inspect Propeller Shaft Bolt & Retighten
- ☐ 750000 miles - Inspect Steering Gearbox Assembly and Linkage
- ☐ 750000 miles - Inspect Tie-Rod Ends, Steering Gear & Boots
- ☐ 750000 miles - Inspect Transfer Case Fluid Level & Condition
- ☐ 750000 miles - Replace Cabin Air Filter
- ☐ 750000 miles - Rotate Tires, Inspect Tire Wear, and Adjust Tire Pressure.
- ☐ 760000 miles - Change Brake Fluid
- ☐ 760000 miles - Inspect Evaporative Emission System
- ☐ 760000 miles - Inspect Fuel System
- ☐ 760000 miles - Replace Engine Air Filter

2011 Nissan Juke

3 RECALLS & SAFETY REPORTS

Recall List for the 2011 Nissan Juke

Official recalls have been issued for the 2011 Nissan Juke by the NHTSA. The complete details of all recalls are listed below, along with what they cover and the recommended solutions.

Recalls don't cost you anything to get fixed, but most are time-limited, so if your car is affected you should call your local Nissan service department immediately!

If you have questions about a recall, write down your VIN & then call Nissan customer service.

MAR 07, 2018

49,385

RECALL:

A fuel leak in the presence of an ignition source can increase the risk of a fire. Read more »

FEB 24, 2012

79,275

RECALL: Fuel Pressure Sensor May Leak

Fuel may leak from the pressure sensor, increasing the risk of a fire. Read more »

DEC 08, 2011

28,294

RECALL: Air Inlet Tube

If the bracket comes off, the vehicle could stall while the engine is idling without warning, increasing the risk of a crash. Read more »

Browse Other Juke Years

2016 Nissan Juke
2015 Nissan Juke
2014 Nissan Juke

2013 Nissan Juke
2012 Nissan Juke
2011 Nissan Juke

If the bracket comes off, the vehicle could stall while the engine is idling without warning, increasing the risk of a crash.

Engine And Engine Cooling – Engine – Gasoline – Turbo-Charger

Summary Actions Documents (11)

Nissan is recalling certain model year 2011 Nissan Juke vehicles manufactured from April 9, 2010, through May 12, 2011. The turbocharger boost sensor bracket may separate from the air inlet tube due to a defective weld.

13:23:53 Monday, April 23, 2018

S E R V I C E - C O M M

04/23/18 10:23:49
PRIMARY DATA NMC MODEL: 20211 VIN: JN8AF5MV3BT[redacted]
11 JUKE S AWD AUTOMATIC EMISSIONS CERTIFICATION: 50 STAT
MANUFACTURE DATE: 12/09/10 PLANT: OPPAMA
IN-SERVICE DATE: 04/20/11 RETAIL DATE: 04/20/11 UPFT PKGCD:
PDI DATE: 03/01/11 SELLING DEALER: MASSAPEQUA NISSAN
AMITYVILLE NY

----------VIN WARRANTY EXCLUSIONS ON PNC----------

PNC	---------DESCRIPTION----------	PNC	---------DESCRIPTION----------
NO PNC WARRANTY EXCLUSIONS			

----------OUTSTANDING SERVICE/RECALL CAMPAIGNS----------

--NUMBER--	--------DESCRIPTION---------	--NUMBER--	--------DESCRIPTION---------
PC618	JUKE FUEL PRSS SNSR NTB18022		

NO CONTRACTS EXIST

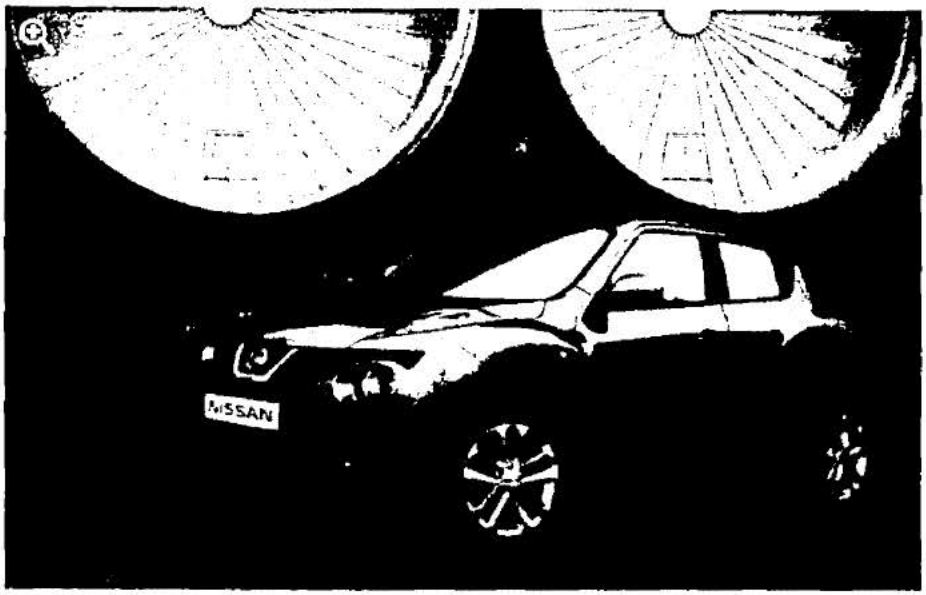
ENTER = CONTINUE N = NEXT VEHICLE M = RETURN TO SERVICE-COMM MENU =>

As you can see from the attached page. I meet the requirements of the manufactured date

2011 Nissan Juke

Viknesh Vijayenthiran | Dec 16, 2011

Follow Viknesh



2011 Nissan Juke

Nissan has issued a recall on its 2011 Juke crossover due to a potential fault with one of the vehicle's turbocharger components.

The affected models are those Jukes built from April 9, 2010, through May 12, 2011, of which there are some 28,294 units potentially affected in the U.S. alone.

According to Nissan, the bracket of the vehicle's turbocharger boost sensor may separate from the air inlet tube due to a defective weld.

If this were to happen, the vehicle could end up stalling, thus increasing the risk of a crash.

Owners of the affected vehicles should take their cars to their nearest Nissan dealer, which will replace the faulty component if necessary, free of charge. For further information you can contact the National Highway Traffic Safety Administration (NHTSA) at 1-888-327-4236 (reference recall campaign number 11V583000) or Nissan at 1-800-647-7261.

TAGS: CROSSOVERS NHTSA

POSTED IN: 2011 CAR SAFETY NEWS NISSAN JUKE NEWS NISSAN NEWS RECALLS

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Related Articles

New NHTSA Teams Speed Response After GM Ignition-Switch Recall

NHTSA Concerned Someone Will Get Stuck In The Ferrari 458's Trunk

Service Invoice

Hires Automotive Center

1620 Northland Blvd.
Fort Wayne, IN. 46825
Phone (260) 489-5734

Control #: [redacted]
Invoice #:

THEO ALEXANDER
4439 MCMILLIN PARK DR
FORT WAYNE, IN 46806

Service: 04-13-2018
Phone: 260- -
Work: 260- -
Keytag#: 7012

Fleet #:
PO #:

Vehicle: 2011 NISSAN JUKE
Vin: JN8AF5MV3BT[redacted]
License: [redacted]
Miles: 93865

Code	Qty.	Part Number	Description	Each Price	Total
L	001610		Driveability analysis. Level 2. Customer states the problem is constant and can be reproduced during normal road test or while in the service bay. Verify complaint, test related components, and recommend a procedure for repair.		39.99
			Subtotal for Driveabilty Analysis		**39.99**

CHECK ENGINE LIGHT ON, SEEMS TO RUN ROUGH WHILE DRIVNG.

=====

AFTER INSPECTION FOUND WORN TURBO SEALS CAUSING OIL TO ENTER INTO INTAKE, WHEN OIL GETS LOW ENOUGH VVT SOLENOIDS CAN NOT OPERATE PROPERLY. RECOMMEND CHANGING OIL MORE FREQUENTLY, AND CHECK OIL LEVEL OFTEN. EVENTUALLY (MAY BE YEARS) WILL NEED ENGINE REPLACEMENT.

NOTATION **0.00**

Estimated Services:

		USED ENGINE ASSEMBLY		1,700.00
	001610	**R&R LONG BLOCK**		2,012.67
		S Consists of a Cylinder Block fitted with Pistons, Rings, Connecting Rods, Crankshaft and all Bearings, Cylinder Head(s), Camshaft(s), Timing Chain or Belt and Sprockets or Gears.Includes (where applicable): Clean and transfer Fuel and Electrical Assemblies, Engine Mounts, Manifolds, Valve Cover(s), Oil Pan, Oil Pump, Timing Cover(s), Water Pump, Clutch and Flywheel. Adjust (where applicable): Fuel mixture, Idle speed, timing and Valves.;		
			Estimate for R&R Engine Assembly	**3,712.67**
P	1	618-51358	AUTO PLUS/AUTOEXTRA OIL FILTER	
L	EX		LUBE CHANGE OIL & FILTER INCLUDES: Change motor oil, replace oil filter, lubricate all grease fittings, inspect & correct fluid levels (except brake fluid), check & adjust tire pressure, check for visual oil leaks and perform maintenance inspection.	
P	5	5W30	Valvoline, 5w-30 Motor Oil Quart	
			Subtotal for Oil Change Service	**32.95**
P	-1	*COUPON	HIRES COUPON 10.00	-10.00
			Subtotal for Coupon	**-10.00**

Thank you for your business. We look forward to seeing you in the future. If you should have any questions or concerns about the repairs made to yo[redacted]s. Storage fees applicable if vehicle not picked up within five business days of completion.
JAMES LOC[redacted]

Signature [redacted] Date: 4-14-18

I (Nick) take the vehicle for the recall of the pressure sensor

CUSTOMER #: [redacted]

[redacted]

INVOICE

Bob Rohrman Fort Wayne NISSAN + INFINITI

4909 Lima Rd.
Fort Wayne, IN 46808
(260) 484-9500

[redacted]
FORT WAYNE, IN [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

PAGE 1

SERVICE ADVISOR: 320 HERBIE TRAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	11	NISSAN JUKE	JN8AF5MV3BT[redacted]		93874/93874	T1469

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20APR11 DD		20APR2014	17:00 20APR18		105.00	CASH	20APR18

R.O. OPENED	READY	OPTIONS:	DLR: [redacted]
19:09 19APR18	11:58 20APR18		

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A PROVIDE ALTERNATE TRANSPORTATION			
RENTAL PROVIDE ALTERNATE TRANSPORTATION			
1111CRENT		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B PC618 JUKE FUEL PRSS SNSR NTB18022			
CAUSE: CM			
PC6180 RE-TORQUE FUEL PRESSURE SENSOR			
230 WN94			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			
C PERFORM COMPLIMENTARY NISSAN 27PT INSPECTION AND RECORD RESULTS ON INSPECTION SHEET FOR GUEST.			
INSP PERFORM COMPLIMENTARY NISSAN 27PT INSPECTION AND RECORD RESULTS ON INSPECTION SHEET FOR GUEST.			
230 CP		0.00	0.00
GBK YOUR BRAKES WERE INSPECTED ON THIS VISIT AND ALL BRAKE PADS HAVE 7MM OR MORE OF LINING REMAINING OR REAR BRAKE SHOES ARE IN THE "GREEN" RA			
230 CP		0.00	0.00
RTIRE YOUR TIRES WERE INSPECTED AT THIS VISIT AND ONE OR MORE OF THE TIRES HAS 3/32" OR LESS TREAD REMAINING. TIRE/TIRES NEED IMMEDIATE ATTENTIO			
230 CP		0.00	0.00
GBK YOUR BRAKES WERE INSPECTED ON THIS VISIT AND ALL BRAKE PADS HAVE 7MM OR MORE OF LINING REMAINING OR REAR BRAKE SHOES ARE IN THE "GREEN" RA			
230 CP		0.00	0.00
GTIRE YOUR TIRES WERE INSPECTED AT THIS VISIT AND THEY ALL HAVE 6/32" OR MORE OF TREAD			

Bob Rohrman Automobile Group Fort Wayne Your Friendly Dealer

Your total satisfaction is important to us!

You may soon be receiving a short survey from NISSAN regarding your recent service work. If for any reason, your service experience was not "excellent" in all aspects, please contact our Service Manager before you return the survey and he will personally make every effort to correct the situation.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - SI2C - IMAGING

CUSTOMER COPY

State Form 48099 (R4/1-17)
Approved by State Board of Accounts 2015

INDIANA CERTIFICATE OF VEHICLE REGISTRATION

CLASS	AGE	ISSUE DATE	PUR DATE	COUNTY	TP	PL YR	PLATE	PL TP	WEIGHT	PR YR	LS	TYPE	PRIOR YR PL
11	7	01/04/18	11/24/17	2 - ALLEN	N	17	[redacted]	SP			N	4W	

EXPIRATION DATE	MUNICIPALITY	VEHICLE YEAR	MAKE	MODEL	VEHICLE IDENTICATION NUMBER	TYPE	COLOR
06/14/18	FORT WAYNE	11	NIS	JUK	JN8AF5MV3BT[redacted]	4W	LGT/

	EXTAX	EX CREDIT	DAV CREDIT	NET EX TAX	CO. WHEEL/SUR	MUN. WHEEL/SUR	STATE REG FEE	ADMIN FEE	TOTAL
CURRENT YEAR TAX	37.33	8.67	0.00	28.66	5.00	11.67	36.35	40.00	121.68
PRIOR YEAR TAX	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

REGISTRATION LICENSE TYPE
[redacted]SES HIGH DIGIT PASSENGER

[redacted]

PI

Legal Address
2605 RIVER COVE TRL
FORT WAYNE, IN 46825-3150

[redacted]

FORT WAYNE, IN [redacted]

o

9 1/1
90-37

BATCH# 552755 SEQUENCE# 9 1/1