



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 ☐

16-AUG-2018

Reference No.

11120418

OCT 24 2018

OWNER INFORMATION (Type or Print)

Name

Address

City

HUNTINGTON

State

TX

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

JN8AF5MR0CT

Make

NISSAN

Model

JUKE

Model Year

2012

Date Purchased

12/2011

Dealer's Name and Telephone Number

@Sale Mercer Nissan - Loving Bought Home Act.

Engine:

No: Cylinders

4

Fuel Type:

Original Owner

☒

Dealer's City

Lufkin

State

TX

Zip Code

75901

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

08/03/18

☒ Cruise Control

22 OCT 2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)

Timing Chain

Failure Mileage

111000
111830

Failure 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: 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

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).

TL* THE CONTACT OWNS A 2012 NISSAN JUKE. THE CONTACT STATED THAT THE FUEL INDICATOR ILLUMINATED. THE VEHICLE WAS SERVICED AT LOVING NISSAN (1433 S MEDFORD DR., LUFKIN, TX 75901, (936) 634-4488) FOR AN UNKNOWN NHTSA CAMPAIGN, BUT THE REMEDY FAILED TO REPAIR THE VEHICLE. THE CONTACT MENTIONED THAT THE FUEL WARNING INDICATOR REMAINED ILLUMINATED AFTER THE RECALL REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 111,000.

Wrong info : Correct: The 2012 Juke Started a ticking sound when Running. Had the oil changed per 3 month time on July 14th, 08/18, for about 3 days then ticking sound under the hood again. Scheduled Service appt for 8/31/18. The Service Dept said needed timing chain Replaced - which went back, noted Timing chain Replaced per Recall on 4/6/15. @ mileage 61051. 8/3/18 mileage 111830 - Timing chain only lasted 50,724 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 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.

Cont. →

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The part only lasted 50,779 miles @ Documentation, but has been ^{ticking} timing for several WKS. I have spoken to Nissan North America, they only warranty for 12 months or 12,000 miles on replaced parts. This Juke was running fine before Timing Chain Replaced. Also had the 100,000 mile warranty. This Timing Chain Needs to last more than 50,000 miles. We also have Receipts from where we did have the oil changed. - That was also a question - The Dealership said must have not changed oil - so that's why Timing Chain failed so soon. I was told if the timing chain snaps - The car dies while driving!!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

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NECESSARY
IF MAILED
IN THE
UNITED STATES

TX 773

11 OCT '18

PM 4:1



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IN THE
UNITED STATES



BUSINESS REPLY MAIL

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



safercar.gov

Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Loving Nissan

1433 S Medford Dr
Lufkin, TX 75901-6219
(936) 634-4488

VIN: JN8AF5MR0CT		DATE IN: 08/24/2018	
YEAR: 2012	MAKE: NISSAN	MODEL: JUKE S/SV/	COLOR: CAYENNE RE
MILES IN: 112259		MILES OUT: 112259	
FIRST USE: 12/20/11		DELIVERED: 12/20/11	
SECURITY PLUS		Huntington TX	
Term: 72 Expires: 12/17 or 100000 Miles		CLOSING: 08/27/2018 15:58	
WRITER: DARRELL75			

(1) C/S HEARING CLICKING NOISES WHEN IDLING-DIAGN
OSED NEEDING TIMING CHAIN REPLACED
REPLACED TIMING CHAIN, SPROCKET, RETAINERS AN
D SEALS AND ORINGS. REPLACED OIL AND FILTER
***ALL NISSAN PARTS HAVE 12K AND/OR 12 MONTH
WARRANTY***

Labor	[10]	109	250.70	1297.10
13021-CK83A	(SPROCKET-CRA)	1		42.68
13510-1LA0A	(SEAL-OIL CRA)	1		16.80
39776-JD000	(RETAINER-BEA)	1		32.92
A3028-1KC4A	(CHAIN-CAMSHA)	1		117.32
13042-3HD0A	(SEAL-OIL, CAM)	6		85.32
15066-ZW80A	(SEAL O RING)	1		9.15
15066-6N204	(SEAL-O RING)	2		16.98
01125-N2721	(BOLT)	3		12.78
999MP-1217HP	(THREEBOND 12)	1		15.99
11026-JA00A	(WASHER DRAIN)	1		.42
5W30	(MOTOR OIL)	5		16.25
15208-65F0E	(OIL FILTER)	1		8.53
DISPOSAL F 71337			.00	.50
Total Labor			250.70	1297.10
Total Parts				375.14
Total Sublet			.00	.50
Less Special Discount				-334.45
Total Repair (Customer)				1338.29

(Tech:10)

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	109	0	0	109	
Total Labor	1297.10	.00	.00	1297.10	80.7%
Total Parts	375.14	.00	.00	375.14	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.50	.00	.00	.50	100.0%
Total R/O	1672.74	.00	.00	1672.74	(N/A)

WIC INT CUSTOMER

.00	.00	Labor	1297.10
.00	.00	Parts	375.14
.00	.00	Sublet	.50
.00	.00	Warr Deduct	.00
.00	.00	Shop Supplies	.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	-334.45
.00	.00	Total	1338.29
.00	.00	Tax	24.76
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
.00	.00	TOTAL (DUE)	1363.05

Loving Nissan

1433 S Medford Dr
Lufkin, TX 75901-6219
(936) 634-4488

VIN		JN8AF5MR0CT		DATE IN		04/06/2015	
YEAR	MAKE	MODEL	COLOR	Huntington TX		TIME IN	
2012	NISSAN	JUKE S/SV/	CAYENNE RE			07:43	
MILES IN	MILES OUT	FIRST USE	DELIVERED	LIC.		CLOSED	
61051	61051	12/20/11	12/20/11			04/06/2015 12:11	
Term: 72 Expires: 12/17 or 100000 Miles SECURITY PLUS				WRITER		GILBERT/66	

(1) PERFORM RECALL P4213 TIMING CHAIN

PER RECALL, REPLACED TIMING CHAIN, SPROCKET,
SEALS. REFILLED WITH OIL AND VERIFIED NO
LEAKS AFTER REPAIRS
ZZ 99 P42130 3.6 316.80

Labor	[70]	36	63.00	316.80
A3028-1KC3A	(CHAIN-TIMING)	1		101.33
13021-CK80A	(SPROCKET-CRA)	1		30.77
13042-3HD0A	(SEAL-OIL,CAM)	6		43.62
15066-ZW80A	(SEAL O RING)	1		5.08
15066-6N204	(SEAL-O RING)	2		9.44
13510-6N200	(SEAL-OIL,CRA)	1		12.87
39776-JD000	(RETAINER-BEA)	1		27.43
01125-N2721	(BOLT)	3		7.14
999MP-1217HP	(THREEBOND 12)	1		15.99
5W30	(MOTOR OIL)	5		19.60
11026-JA00A	(WASHER DRAIN)	1		.46
Total Labor			63.00	316.80
Total Parts				273.73
Total Repair (Warranty)				590.53

(Tech:70)

(2) CS NEEDS RIDE TO WORK AT WOODLAND HEIGHTS

DIAG CENTER
(Tech:70)

Labor	[70]	.00
Total Repair (Customer)		.00

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	36	0	36	
Total Labor	.00	316.80	.00	316.80	80.1%
Total Parts	.00	273.73	.00	273.73	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	590.53	.00	590.53	(N/A)

W/C	INT	CUSTOMER
316.80	.00	Labor
273.73	.00	Parts
.00	.00	Sublet
.00	.00	Warr Deduct
.00	.00	Shop Supplies
.00	.00	Oil/Grease
.00	.00	Less Disc.
590.53	.00	Total
.00	.00	Tax
.00	.00	Tax2
.00	.00	Tire Tax
590.53	.00	TOTAL (DUE)

Loving Nissan

1433 S Medford Dr
Lufkin, TX 75901-6219
(936) 634-4488

VIN: JN8AF5MR0CT		DATE IN: 08/03/2018	
YEAR: 2012	MAKE: NISSAN	MODEL: JUKE S/SV/	COLOR: CAYENNE RE
MILES IN: 111830		MILES OUT: 111830	
FIRST USE: 12/20/11		DELIVERED: 12/20/11	
L.C.:		Huntington TX	
Term: 72 Expires: 12/17 or 100000 Miles		SECURITY PLUS	
WRITER: DARRELL/75		CLOSED: 08/03/2018 14:56	

(1)		Labor	[99]	.00
(Tech:99)		Total Repair (Customer)		.00
(2) CHECK TICKING IN ENGINE- CUSTOMER SAID SOUND STARTED AFTER TRANSMISSION SERVICE. WORN TIMING CHAIN ADVISE TO REPLACE TIMING CHAIN (Tech:10)				
		Labor	[10]	.00
		Total Repair (Customer)		.00
(3) PERFORM 27 PT COMPLIMENTARY INSPECTION (Tech:10)				
		Labor	[10]	.00
		Total Repair (Customer)		.00

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	0	0	0	
Total Labor	.00	.00	.00	.00	.0%
Total Parts	.00	.00	.00	.00	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%

Total R/O	.00	.00	.00	.00	(N/A)

	W/C	INT	CUSTOMER
	.00	.00	Labor
	.00	.00	Parts
	.00	.00	Sublet
	.00	.00	Warr Deduct
	.00	.00	Shop Supplies
	.00	.00	Oil/Grease
	.00	.00	Less Disc.
	.00	.00	Total
	.00	.00	Tax
	.00	.00	Tax2
	.00	.00	Tire Tax
	.00	.00	TOTAL (DUE)