



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 ☐

28-FEB-2019

Reference No.

JUN 12 2019

11183138

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City **BETHESDA** State **MD** Zip Code [REDACTED]

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 **JN8AF5MR5C** [REDACTED] 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-AUG-2017**
☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: **FUEL/PROPULSION SYSTEM (PWS)** Failure Mileage **98000** 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 Failure Location:
☐ Prior Repair
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 OPERATING THE VEHICLE, THE ODOR OF FUEL WAS PRESENT INSIDE THE CABIN. THE VEHICLE WAS TAKEN TO DAR CARS NISSAN OF ROCKVILLE (15911 INDIANOLA DR, ROCKVILLE, MD) WHERE IT WAS DIAGNOSED THAT THE FUEL PRESSURE SENSOR WAS FAULTY. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE, BUT NO ASSISTANCE WAS OFFERED. THE FAILURE MILEAGE WAS 98,000.

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.



DARCARS NISSAN

15211 INDIANOLA DRIVE

ROCKVILLE, MD 20855

PHONE 301-309-2200

DIRECT SERVICE LINE (301) 309-3940

www.darcars.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
	4691		03/02/19	
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
	136.50		104,611	GREEN/
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	12 / NISSAN / JUKE/			
BETHESDA, MD	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	J N 8 A F 5 M R 5 C T			
	F.T.E. NO.	R.O. NO.	R.O. DATE	
			02/22/19	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
			MO: 104612	

JOB# 1 CHARGES-----

LABOR-----
J# 1 05NEZ FUEL PROBLEMS UNITS: 1 TECH(S) 380.00

C/S THEY GET A FUEL/GASOLINE SMELL INSIDE OF THE VEHICLE. CUSTOMER WAS ADVISED BY NISSAN TO HAVE VEHICLE BROUGHT TO DEALERSHIP TO HAVE ISSUE DIAGNOSED. PLEASE CHECK AND ADVISE TECH VERIFIED CONCERN, CHECKED VEHICLE, CHECKED FUEL PRESSURE SENSOR PER TECHNICAL BULLETIN - CHECK TORQUE SPEC - FOUND SENSOR WAS SATURATED WITH FUEL; LEAKING THROUGH THE CONNECTOR ONTO THE WIRING. TECH RECOMMENDS TO REPLACE FUEL PRESSURE SENSOR AND RECHECK. TECH REPLACED FUEL PRESSURE SENSOR, TORQUED SENSOR TO SPEC, RECHECKED AND TEST DROVE - VEHICLE OPERATING AS DESIGNED, NO FUEL LEAKING AT THIS TIME.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	16638-1LA0A	SENSOR ASSY-FUEL	190.50	190.50	190.50
	1	16635-1LA0A	GASKET-NOZZLE	8.62	8.62	8.62
TOTAL - PARTS						199.12

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
		CNSS CREDIT NISSAN SHOP SUPPLIES		-60.00
TOTAL - MISC				-60.00

JOB# 1 TOTALS-----

LABOR	360.00
PARTS	199.12
MISC	-60.00

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 499.12

JOB# 2 CHARGES-----

LABOR-----
J# 2 03NEZ07 MULTI-POINT INSPECT UNITS: 0.00 TECH(S): INTERNAL

PERFORM MULTI-POINT COURTESY INSPECTION
MULTI-POINT COURTESY INSPECTION PERFORMED

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	SS	SHOP SUPPLIES		63.00
JOB # A	DRC	DOCUMENT RETENTION CHARGE		1.99
JOB # A	EPA	E.P.A. COMPLIANCE CHARGE		4.00
TOTAL - MISC				68.99

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$581.00 (+TAX)

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE AS BEING USED OR REMANUFACTURED. LABOR CHARGES ARE BASED ON A FLAT RATE MEASURE AND ARE BASED ON INDUSTRY SOURCES. I CERTIFY THAT THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND THAT THE TECHNICIAN'S WORK WAS PERFORMED SATISFACTORILY.

SHOP MATERIAL CHARGES ARE BASED ON 17.5% OF LABOR WITH A MAXIMUM CHARGE OF \$89.95. THERE MAY BE AN ENVIRONMENTAL WASTE DISPOSAL CHARGE ASSOCIATED WITH SOME REPAIRS.

THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST. YOUR SPECIFIC WARRANTY MAY VARY. CONSULT SERVICE ADVISOR OR OWNERS MANUAL FOR DETAILS.

I AGREE TO RECEIVE TELEMARKETING CALLS OR MESSAGES FROM OR ON BEHALF OF DARCARS AUTOMOTIVE GROUP, INCLUDING AUTODIALED CALLS OR RECORDED MESSAGES, AT THE TELEPHONE NUMBER PROVIDED ABOVE. I UNDERSTAND THAT MY CONSENT IS NOT A CONDITION OF PURCHASE.

THANK YOU FOR
BEING A DARCARS
CUSTOMER!

Thank You. We appreciate your business!



DARCARS NISSAN

15911 INDIANOLA DRIVE
ROCKVILLE, MD 20855
PHONE 301-309-2200
DIRECT SERVICE LINE (301) 309-3940
www.darcars.com



CELL: [REDACTED]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[REDACTED]	[REDACTED]	4691	03/02/19	[REDACTED]
BETHESDA, MD [REDACTED]	LABOR RATE	LICENSE NO.	COLOR	STOCK NO.
	136.50		GREEN/	
	YEAR / MAKE / MODEL	MILEAGE	DELIVERY DATE	DELIVERY MILES
	12/NISSAN/JUKE/	104,611		
	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	
	J N 8 A F 5 M R 5 C T			
	F.T.E. NO.	P.O. NO.	R.O. DATE	
			02/22/19	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[REDACTED]	[REDACTED]			

MO: 104612

TOTALS

THANK YOU FOR SERVICING YOUR VEHICLE AT DARCARS NISSAN.
WE WELCOME YOUR COMMENTS REGARDING OUR SERVICE DEPARTMENT AS
WE ARE STRIVING TO BE THE VERY BEST. PLEASE CALL JOHN
PETRONIO WITH ANY COMMENTS OR CONCERNS AT 301.309.2200
ALL OF OUR STAFF AT DARCARS NISSAN HOPE YOUR EXPERIENCE
HAS BEEN AN EXCELLENT ONE.

TOTAL LABOR....	360.00
TOTAL PARTS....	199.12
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	68.99
TOTAL MISC DISC	-60.00
TOTAL TAX.....	12.13

TOTAL INVOICE \$ 580.24

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE AS BEING USED OR REMANUFACTURED. LABOR CHARGES ARE BASED ON A FLAT RATE MEASURE AND ARE BASED ON INDUSTRY SOURCES. I CERTIFY THAT THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND THAT THE TECHNICIAN'S WORK WAS PERFORMED SATISFACTORILY.

SHOP MATERIAL CHARGES ARE BASED ON 17.5% OF LABOR WITH A MAXIMUM CHARGE OF \$69.95. THERE MAY BE AN ENVIRONMENTAL WASTE DISPOSAL CHARGE ASSOCIATED WITH SOME REPAIRS.

THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST. YOUR SPECIFIC WARRANTY MAY VARY. CONSULT SERVICE ADVISOR OR OWNERS MANUAL FOR DETAILS.

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**THANK YOU FOR
BEING A DARCARS
CUSTOMER!**

PAID
4.5.19

Thank You. We appreciate your business!

CUSTOMER COPY

[END OF INVOICE] 09:38am