



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

05-APR-2019
MAY 23 2019

Reference No.
11193989

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City GREAT FALLS State MT Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number [REDACTED]

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: JN1BJ1CR1JW [REDACTED]
Make: NISSAN Model: ROGUE Model Year: 2018
Date Purchased: 11-26-2018 Dealer's Name and Telephone Number: TAYLOR'S AUTO MAX 406-727-0380 Engine: No: Cylinders: 4 Fuel Type: gas
Original Owner: Dealer's City: Great Falls State: MT Zip Code: 59401
Transmission Type: CVT Antilock Brakes: Powertrain: ALL wheel Multiple Failure: Incident Date(s): 27-MAR-2019
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN Failure Mileage: 1945 Failure Speed: 35

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 2018 NISSAN ROGUE. WHILE DRIVING 35 MPH, THE COLLISION WARNING SENSOR ACTIVATED AND AN ABNORMAL POPPING SOUND WAS HEARD FROM THE TRANSMISSION. ADDITIONALLY, THERE WAS A GRINDING, METAL-ON-METAL SOUND COMING FROM THE TRANSMISSION. THE VEHICLE WAS TAKEN TO TAYLOR'S AUTO MAX (LOCATED AT 4100 10TH AVE S, GREAT FALLS, MT 59405, (406) 727-0340) TO BE DIAGNOSED AND THE CONTACT WAS INFORMED THAT THE TRANSMISSION OPERATED AS INTENDED. THE DEALER ADJUSTED THE COLLISION WARNING SENSORS. THE MANUFACTURER WAS CONTACTED AND OFFERED TO BUY BACK THE VEHICLE. THE OFFER WAS RESCINDED AFTER THE BETTER BUSINESS BUREAU WAS CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 1,945.

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.

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

This vehicle went over a block with chain hitting the case very loud and very violent. The first visit to the dealership they said the case was not broken. The second visit they said nothing was wrong with the transmission.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

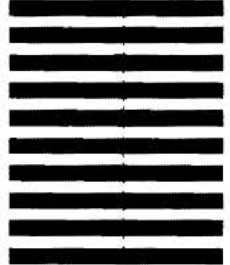
National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

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



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 (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Taylor's AutoMax



4100 Tenth Avenue South, Great Falls MT 59405 • (406) 727-0380

SALES INVOICE

11/26/2018

PURCHASER'S NAME GREAT FALLS MT		SOCIAL SECURITY NO.	AGE	DATE
STREET ADDRESS		CITY	STATE	ZIP
RESIDENCE PHONE		BUSINESS PHONE		

VEHICLE BEING PURCHASED		CASH DELIVERED PRICE OF VEHICLE	\$ 23499.00
3 PLEASE ENTER MY ORDER FOR THE FOLLOWING <input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED <input type="checkbox"/> DEMO <input type="checkbox"/> CAR <input checked="" type="checkbox"/> TRUCK <input type="checkbox"/> OTHER			
YEAR 2018	MAKE NISSAN	ACCESSORIES	\$ N/A
MODEL OR SERIES ROGUE	BODY TYPE		
COLOR GUN METALLIC	TRIM		
IDENTIFICATION NO. JN1BJ1CR1J	ENGINE TYPE		
MILEAGE -0-			
To be delivered on or about 11/26/2018	STOCK NO.		N/A
SALESMAN TAYLOR, CHAD			N/A
USED VEHICLE TRADED IN AND / OR OTHER CREDITS		CASH PRICE OF VEHICLE	23499.00
MAKE OF TRADE-IN HYUN	YEAR 2018 MODEL		-1500.00
SERIES	BODY WG		24999.00
I CERTIFY THAT THE ODOMETER READING ON MY ABOVE TRADE READS -0- MILES. THE ODOMETER HAS HAS NOT EXCEEDED 100,000 MILES Signature _____		THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISION IN THE CONTRACT OF SALE.	
IDENTIFICATION NO. KM8J3CA24JU793631	BALANCE OWED TO NONE	UNIT SOLD AS IS - NO EXCEPTIONS	
ADDRESS		Cash Price of Vehicle & Accessories	\$ 23499.00
USED TRADE-IN ALLOWANCE \$ 21000.00		STATE AND LOCAL TAXES	N/A
BALANCE OWED ON TRADE-IN \$ 22500.00		DEALER DOC FEE & LIEN FILING FEE	207.24
NET ALLOWANCE ON USED TRADE-IN \$ -1500.00		TOTAL PRICE OF UNIT	\$ 23706.24
DEPOSIT OR CASH DOWN \$ 0.00		TOTAL CREDIT (Transferred from left column)	\$ 750.00
MANUFACTURER'S REBATE \$ 2250.00		UNPAID CASH BALANCE DUE ON DELIVERY	\$ 22956.24
TOTAL CREDIT (Transfer to right column) \$ 750.00			

Purchaser agrees that this order includes all of the terms and conditions on both the face and reverse side hereof, that this order cancels and supersedes any prior agreement and as of the date hereof comprises an exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this order acknowledges that he has read its terms and conditions and has received a true copy of this order.

"THANK YOU — WE APPRECIATE YOUR BUSINESS"

PURCHASER'S SIGNATURE	TAYLORS AUTOMAX NISSAN	(DEALER)
DATE	26 NOV 2018	
and Title		



CUSTOMER #: [REDACTED]

INVOICE

4100 10th Ave. South
Great Falls, MT 59405
Phone: (406) 727-0380

GREAT FALLS, MT [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 353 CONNI MCDOWELL

COLO	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GUN METALL	18	NISSAN ROGUE	JN1BJ1CR1JW [REDACTED]		1932/1932	T349	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26NOV18 DD			08:24 27MAR19		104.97	CASH	25MAR19
R.O. OPENED	READY	OPTIONS: SOLD-STK [REDACTED]		DLR:TAM ENG:2.0_Liter			

13:51 25MAR19	14:39 25MAR19						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES DRIVEING 35MPH MADE A RACHETING NOISE THE WHOLE CAR SHOOK
 WARR WARRANTY
 862 WNI 0.00 0.00

1932 customer states vibration noise one time checked for codes no codes raised veh on lift no leaks or damage test drove driving normally customer to moniter

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

* * * TRANSMISSION RESULT REPORT (IMMEDIATE TX) (APR. 8. 2019 2:38PM) * * *

FAX HEADER: THE UPS STORE 2116

DATE	TIME	ADDRESS	MODE	TIME	PAGE	RESULT	PERSONAL NAME	FILE
APR. 8.	2:35PM	17032479700	S	3'27"	P.	6 OK		162

: BATCH
 L : SEND LATER
 D : DETAIL

C : CONFIDENTIAL
 @ : FORWARDING
 F : FINE

P : POLLING
 E : ECM

M : MEMORY TX
 S : STANDARD

CUSTOMER # [REDACTED]



INVOICE

4100 10th Ave. South
Great Falls, MT 59405
Phone: (406) 727-0380

PAGE 1

GREAT FALLS, MT [REDACTED]

HOME [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 138 PAUL NEWMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GUN METAL	18	NISSAN ROGUE	JN1BJ1CR1JW [REDACTED]		1995/1995	T414	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26NOV18 DL			15:24 29MAR19		104.97	CASH	28MAR19
R.O. OPENED	READY	OPTIONS: SOLD-STK [REDACTED] DLR:TAM ENG:2.0_Liter					
09:28 28MAR19	10:13 28MAR19						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES SIDE MIRRO LIGHTS STARTED FLASHING, HEARD VIOLENT NOISE FROM TRANS, AND VEHICLE WAS SHAKING
CAUSE;

WARR WARRANTY

862 WNI		41.32	41.32
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1995 customer states mirrors flashed then stayed on veh shook
referred to tsb ntb18-041b reprogrammed laser radar per tsb

<p>I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.</p> <p>X</p>	DESCRIPTION	TOTALS
	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS INSURANCE	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #:



Taylor's Auto Max



NISSAN

INVOICE

4100 10th Ave. South
Great Falls, MT 59405
Phone: (406) 727-0380

GREAT FALLS, MT

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 353 CONNI MCDOWELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GUN METALL	18	NISSAN ROGUE	JN1BJ1CR1J	[REDACTED]	1995/1995	T414	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26NOV18 DD			15:12 29MAR19		104.97	CASH	28MAR19
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED] DLR:TAM ENG:2.0_Liter					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A PERFORM TRANS SERVICE FOR CUSTOMER SATISFACTION PROVIDE FLUID SAMPLE TO SERVICE AND CUSTOMER

MA31 TRANS SERVICE							
			862IUTNI			89.97	89.97
	4	999MP-NS300P	NS-3 CVT TRANSMISSION FLUID		19.99	19.99	79.96

1995 drained filled transmission no signs of slip

B** CUSTOMER STATES VEHICLE SIDE MIRROR LIGHTS STARTED FLASHING, HEARD VIOLENT NOISES FROM TRANSMISSION, AND VEHICLE WAS SHAKING TO ACCELERATE

CAUSE: MA99 WARRANTY RO CREATED FOR 2ND LINE							
			99IUTNI			0.00	0.00

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

X