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 ☐
24-APR-2019 JUL 07 2019	Reference No. 11203474

OWNER INFORMATION (Type or Print)

Name	[redacted]		
Address	[redacted]		
City PROVIDENCE FORGE	State VA	Zip Code [redacted]	

Daytime Telephone Number [redacted] E-mail Address [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
JN8AT2MV6JW[redacted]	NISSAN	ROGUE	2018

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
3-3-18	Priority Nissan 757-234-8800			4	Gas
Original Owner ☒	Dealer's City Williamsbury	State VA	Zip Code 23185		

Transmission Type Automatic	Antilock Brakes ☒ / Cruise Control ☐	Powertrain	Multiple Failure:	Incident Date(s) 01-MAY-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 262000 FORWARD COLLISION AVOIDANCE: DYNAMIC BRAKE SUPPORT/BRAKE ASSIST, 180000 VEHICLE SPEED CONTROL, 060000 ENGINE (PWS)	Failure Mileage 5000 1852	Failure Speed 55

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: 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 ☐ 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 OPERATING THE VEHICLE, THE BRAKE ASSIST RANDOMLY ACTIVATED AND CAUSED THE VEHICLE TO DECELERATE AND/OR STOP. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND A REPRESENTATIVE WAS SENT TO EXAMINE THE VEHICLE AT PRIORITY NISSAN (6390 RICHMOND RD, WILLIAMSBURG, VA). THE FRONT SENSORS WERE REPLACED AND A SOFTWARE UPDATE WAS PERFORMED, BUT THE FAILURES CONTINUED. ALSO, WHILE IN REVERSE, THE REAR SENSORS MALFUNCTIONED AND FAILED TO ALERT THAT A SECOND VEHICLE WAS POSITIONED IN THE REAR, WHICH COULD CAUSE THE DRIVER TO BACK INTO ANOTHER VEHICLE. IN ADDITION, WHILE DRIVING WITH THE CRUISE CONTROL ENGAGED AND SET AT 55 MPH, THE SPEED WOULD INCREASE ON ITS OWN WHILE DRIVING ON A CURVED ROAD. THE CAUSE OF THE FAILURES WAS NOT DETERMINED. THE FAILURE MILEAGE WAS 5,000.

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 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.

[redacted]
Providence Forge, VA [redacted]

June 6, 2019

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

RE: 2018 Nissan Rogue

Dear Sir/Madam;

Attached please find the form that you sent me, 7 service tickets and 4 typed notes of issues (they were not writing everything down or down correctly) so I started typing lists of issues. To date I am still having the same issues with no resolutions been over a year now. They claim not doing for them, no codes errors etc when they do the diagnostic's on it. On May 30 2019 had my third visit with Nissan rep told some codes appeared and a few TBD (claimed not for any of my issues) can't understand that since just about anything that can go wrong has been. And they did nothing to correct etc for the things that showed up on diagnostic's.

I hope that this information helps you should you need anything else please let me know. They have now stopped doing anything for me regarding this they will only do maintenance work. Look forward to hearing back and anything that you can do to help me.

Sincerely,

[redacted]

Customer Number: [redacted] Invoice No: [redacted]

INVOICE

PRIORITY NISSAN WILLIAMSBURG
WE PUT YOU 1ST
6390 Richmond Road
Williamsburg, VA 23188
Main Number: 757-234-8800
Service Fax: 757-234-8792

[redacted]

PROVIDENCE FORGE, VA [redacted]
Home: [redacted] Bus: Cell: [redacted]
Email: email [redacted] home

SERVICE ADVISOR: *5620 BEN MCFERRIN*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RBY/CASPIA	18	NISSAN ROGUE	JN8AT2MV6JW[redacted]	[redacted]	1852 / 1852	T203

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03MAR18			17:00 15MAY18		120.00	CN	16MAY18

R.O. OPENED	READY	OPTIONS: SOLD-STK[redacted] DLR:[redacted] ENG:2.5_Liter TRN:XTRONIC_CVT_AUTOMATIC
10:14 04MAY18	14:25 16MAY18	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A Vehicle randomly shut off while the customer was driving. Customer has also been having random issues with the navy going on and off. Please check and advise

CAUSE: .

RD45AA RPL DISTANCE SENSOR ASSY
5453 MARK SCHAFER LIC#: N
WN (N/C)
1 28438-5FA1A SENSOR ASSY-DISTANCE (N/C)

FC: ZE32
PART#: 28438-5FA1A
COUNT: 1
CLAIM TYPE: PP
AUTH CODE:

1852 0.00 Talked to customer about concern and clarified that the car is losing power and stopping on its own intermittently. Confirmed concern after several test drives. Checked for DTCs. Found B1309-11(TBD) System On, C1A16-97 Radar Stain [CMP/SYS OPR PBST or BLKD], C1A17-49 Control Unit [Internal Electronic Error], C1A18-54 Laser Aiming Incmp [Missing Calibration]. Checked ESM for Diag procedure. Codes could not be found in the system. Tried to reconfigure the radar but couldnt get the radar within spec. Checked front radar unit harness (E21) for connection and pin fit, checked continuity from E21 Pin 8 to B4 Pin 12 and found no problems there. Contacted DTS to ask about the codes and the condition of the vehicle. Charlie Seymore suggested replacing the front radar unit. Replaced front Radar Unit per Charlie . Configured the radar system and test drove the car several more times to confirm the fix. Vehicle ICC system operates as normal.

****

B CUSTOMER STATES THAT RADIO AND NAV SCREEN GOES IN AND OUT

CAUSE: ok

100 ok
5453 MARK SCHAFER LIC#: N
WN (N/C)

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X
CUSTOMER SIGNATURE

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

Customer Copy

****NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.**

Customer Number [redacted]

Invoice No: [redacted]

INVOICE

PRIORITY NISSAN WILLIAMSBURG
WE PUT YOU 1ST
6390 Richmond Road
Williamsburg, VA 23188
Main Number: 757-234-8800
Service Fax: 757-234-8792

[redacted]
PROVIDENCE FORGE, VA [redacted]
Home: [redacted] **Bus:** **Cell:** [redacted]
Email: email [redacted] home

SERVICE ADVISOR: ***5620 BEN MCFERRIN***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RBY/CASPIA	18	NISSAN ROGUE	JN8AT2MV6JW[redacted]	[redacted]	1852 / 1852	T203

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03MAR18			17:00 15MAY18		120.00	CN	16MAY18

R.O. OPENED	READY	OPTIONS: SOLD-STK[redacted] DLR[redacted] ENG:2.5_Liter TRN:XTRONIC_CVT_AUTOMATIC
10:14 04MAY18	14:25 16MAY18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1852	0.00						

Checked system using EMMIT and personal cell phone. Both tests passed. Checked connections at alternator and battery. Found negative terminal loose(Most likely cause for the radio cutting on and off as this is the primary ground for the electronics). Tightened terminal.

****

C COMPLIMENTARY CAR WASH
CW COMPLIMENTARY CAR WASH
99 IPL (N/C)

****

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PRIORITY NISSAN

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X
CUSTOMER SIGNATURE

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 Copy

****NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.

Customer Number [redacted]

Invoice No: [redacted]

INVOICE

PRIORITY NISSAN WILLIAMSBURG
WE PUT YOU 1ST
6390 Richmond Road
Williamsburg, VA 23188
Main Number: 757-234-8800
Service Fax: 757-234-8792

[redacted]
PROVIDENCE FORGE, VA [redacted]
Home: [redacted] Bus:
Cell: [redacted]
Email: email [redacted] home

SERVICE ADVISOR: ***5620 BEN MCFERRIN***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RBY/CASPIA	18	NISSAN ROGUE	JN8AT2MV6JW[redacted]	[redacted]	4181 / 4181	T498

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03MAR18			17:00 10JUL18		130.00	CN	10JUL18

R.O. OPENED	READY	OPTIONS: SOLD-STK [redacted] DLR [redacted] ENG:2.5_Liter TRN:XTRONIC_CVT_AUTOMATIC
16:54 09JUL18	16:23 10JUL18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	BRAKING ASSIST STILL HAVING TROUBLE CHECK AND ADVISE						
	100	BRAKING ASSIST STILL HAVING TROUBLE CHECK AND ADVISE					
		5960	MALONEY,MIKE LIC#: N IPL				(N/C)

4181 Test drove vehicle. Brake assist operated as designed. No codes and faults found in system at this time. CND

****

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X _____
CUSTOMER SIGNATURE

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 Copy

****NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.

Customer Number [redacted]

Invoice No [redacted]

INVOICE

PRIORITY NISSAN WILLIAMSBURG
WE PUT YOU 1ST
6390 Richmond Road
Williamsburg, VA 23188
Main Number: 757-234-8800
Service Fax: 757-234-8792

[redacted]
PROVIDENCE FORGE, VA [redacted]
Home: [redacted] Bus: Cell: [redacted]
Email: email [redacted] home

SERVICE ADVISOR: *5620 BEN MCFERRIN*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RBY/CASPIA	18	NISSAN ROGUE	JN8AT2MV6JW[redacted]	[redacted]	4782 / 4782	T306

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03MAR18			17:00 24JUL18		130.00	CN	24JUL18

R.O. OPENED	READY	OPTIONS
07:40 24JUL18	17:19 24JUL18	SOLD-STK: [redacted] DLR: [redacted] ENG:2.5_Liter TRN:XTRONIC_CVT_AUTOMATIC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	COMPLIMENTARY CAR WASH						
	CW		COMPLIMENTARY CAR WASH				(N/C)
			99	IPL			
	**********						
B	PRIORITIES FOR LIFE OIL SERVICE (TOP OFF FLUIDS,SET TIRE PRESSURE, BATTERY TEST, 15 POINT INSPECTION						
	PRIOIL		PRIORITIES FOR LIFE OIL SERVICE (TOP OFF FLUIDS,SET TIRE PRESSURE, BATTERY TEST, 15 POINT INSPECTION				
			5453	MARK SCHAFER LIC#: N			
				IPL			(N/C)
	1		15208-65F0E	OIL FILTER			(N/C)
	1		11026-JA00A	WASHER DRAIN			(N/C)
	5		0W20	0W20 SYNTHETIC			(N/C)
4782	0.30	DONE					
	**********						
C	Customer states ABS light came on and vehicle was slowing down by itself again check and advise						
CAUSE:							
	100		Customer states ABS light came on and vehicle was slowing down by itself again check and advise				
			5453	MARK SCHAFER LIC#: N			
				WN			(N/C)
4782	0.40	PERFORMED REPROGRAM PER NTB18-041a. TEST DROVE CAR SEVERAL TIMES AND NO ISSUES. Reprogram Laser/Radar Control Unit (1) RX6FAA ZE 32 0.4 (3)					
	**********						
D	Customer states when driving Radio display goes in and out and shows the Nissan symbol check and advise						
	100		Customer states when driving Radio display goes in and out and shows the Nissan symbol check and advise				
			5453	MARK SCHAFER LIC#: N			

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X
CUSTOMER SIGNATURE

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

Customer Copy

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Customer Number [redacted]

Invoice No: [redacted]

INVOICE

PRIORITY NISSAN WILLIAMSBURG

WE PUT YOU 1ST

6390 Richmond Road
Williamsburg, VA 23188
Main Number: 757-234-8800
Service Fax: 757-234-8792

[redacted]

PROVIDENCE FORGE, VA [redacted]

Home: [redacted] Bus: Cell: [redacted]

Email: emai[redacted]home

SERVICE ADVISOR: ***5620 BEN MCFERRIN***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RBY/CASPIA	18	NISSAN ROGUE	JN8AT2MV6JW[redacted]	[redacted]	4782 / 4782	T306

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03MAR18			17:00 24JUL18		130.00	CN	24JUL18

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] DLR:[redacted] ENG:2.5_Liter TRN:XTRONIC_CVT_AUTOMATIC
07:40 24JUL18	17:19 24JUL18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			IPL				(N/C)
		99	IPL				(N/C)

4782 0.00 TEST DROVE CAR SEVERAL TIMES AND COULD NOT DUPLICATE RADIO ISSUE. MOST COMMON CAUSE OF CUSTOMERS CONCERN IS HAVING A DEVICE HOOKED INTO THE SYSTEM AND CAUSES THE SYSTEM TO FREEZE AND REBOOT.

****

E** EXPRESS MULTI-POINT INSPECTION

EMPI EXPRESS MULTI-POINT INSPECTION

		99	IPL				(N/C)

****

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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**

TOMER SIGNATURE

Customer Copy

****NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.

Customer Number [redacted]

Invoice No: [redacted]

INVOICE

PRIORITY NISSAN WILLIAMSBURG

WE PUT YOU 1ST

6390 Richmond Road
Williamsburg, VA 23188
Main Number: 757-234-8800
Service Fax: 757-234-8792

[redacted]

PROVIDENCE FORGE, VA [redacted]
Home: [redacted] **Bus:**
Email: email [redacted] home

Cell: [redacted]

SERVICE ADVISOR: ***5714 WENDELL HOLMES***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RBY/CASPIA	18	NISSAN ROGUE	JN8AT2MV6JW[redacted]	[redacted]	6176 / 6176	T246

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03MAR18			17:00 05SEP18		130.00	CN	08SEP18

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] DLR:[redacted] ENG:2.5_Liter TRN:XTRONIC_CVT_AUTOMATIC
07:27 05SEP18	10:49 08SEP18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A HERE FOR REPEAT DRIVER ASSIST CONCERN SEE ATTACHED MEETING WITH FIELD REP TODAY
CAUSE: OK
100 HERE FOR REPEAT DRIVER ASSIST CONCERN SEE ATTACHED MEETING WITH FIELD REP TODAY
5453 MARK SCHAFER LIC#: N
WN (N/C)
1 28438-5FA3A SENSOR ASSY DISTANCE (N/C)
SUBL RENTAL CAR FOR 4 DAYS
WN (N/C)
6176 RD45AA 2.00 INTITIAL COMPLAINT WAS NOT FIXED BY REPLACEMENT OF RADAR UNIT PN 28438-5FA2A WHICH WAS INSTALLED SEVERAL DAYS BEFORE THE RELEASE OF NTB18-041a. PETE RUSSIN CAME TO LOOK AT THE CAR AND ADVISED US TO USE THE NEW PART IN THE BULLETIN PN 28438-5FA3A. PERFORMED RADAR ALIGNMENT AND REPROGRAM PER BULLETIN. Replace Laser/Radar Control Unit RD45AA ZE 32 Reprogram ICC/ADAS Control Unit RX6EAA ZE 32 0.4
****

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X
CUSTOMER SIGNATURE

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 Copy

****NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.

SERVICE INVOICE 03 XE/SP

[redacted]

Providence Forge, VA [redacted]

[redacted]

Sept 3, 2018

Dear Sir/Madam;

I bought my 2018 Nissan Rogue in March of 2018. Two months after my purchase I started to experience the following issues:

1) Car has stopped dead on its own driving down the road for NO reason 8 times **NOT SAFE**
2) Bells and whistles with no indication as to what or why
3) Alerts of driving on road with limited access, unpaved road when on a major road that is paved, warning road closed when it's not traffic going both ways and major roadway.
4) Settings don't hold (compass put on dash around car icon and now gone) each time set went away so stopped setting.
5) Door handle unlock button doesn't work all the time
6) Slows down for no reason **NOT SAFE**
7) Anti lock brake light came on twice stayed on till turned off car not on when restarted
8) Radio cuts out no reason change station but still nothing happens with different stations and on different roads
9) Stopped at a light twice and when stepped on gas to go it didn't go let up and did again couple times then went.
10) The navigation panel has gone blank and or frozen up on me a couple times, changes from radio setting screen to different things and I did not change or touch anything
11) When the car takes over (gets a mind of its own) I find it hard to have car do what I want it to do seem to lose control of car. **NOT SAFE**

I bought this car for the safety features, however they are not safe they are a hazard. The only thing that I have done is program the radio stations, the power seats, put the car on dash blue and compass around it along with the phone to make calls only. Nothing added or changed otherwise. I have tried to disable the auto braking but the car handles differently and have to do each time you start the car. Dealership has put a new senor in the front, reprogrammed/updates one to two weeks after I start having the problems again. Six months of ownership and only two were good ones past 4 have been nightmare. I need the car to operate properly not malfunction all the time and be unsafe.

Thank You

[redacted]

Customer Number [redacted] Invoice No: [redacted]

INVOICE

PRIORITY NISSAN WILLIAMSBURG
WE PUT YOU 1ST
6390 Richmond Road
Williamsburg, VA 23188
Main Number: 757-234-8800
Service Fax: 757-234-8792

[redacted]

PROVIDENCE FORGE, VA [redacted]
Home: [redacted] Bus: Cell: [redacted]
Email: email [redacted] home

SERVICE ADVISOR: ***5620 BEN MCFERRIN***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RBY/CASPIA	18	NISSAN ROGUE	JN8AT2MV6JW[redacted]	[redacted]	11551 / 11551	T400

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03MAR18			17:00 28FEB19		130.00	CN	28FEB19

R.O. OPENED	READY	OPTIONS: SOLD-STK [redacted] DLR [redacted] ENG:2.5_Liter TRN:XTRONIC_CVT_AUTOMATIC
07:28 28FEB19	15:54 28FEB19	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES ALARMS ARE GOING OFF AT RANDOM TIMES CHECK AND ADVISE
100 CUSTOMER STATES ALARMS ARE GOING OFF AT RANDOM TIMES CHECK AND ADVISE
5537 ADAM STRIMPLE LIC#: N
IPL (N/C)
11551 could not duplicate customers concern at this time
****

B CUSTOMER STATES RADIO FREEZES UP WONT LET HER CHANGE CHANNELS CHECK AND ADVISE
CAUSE: .
100 CUSTOMER STATES RADIO FREEZES UP WONT LET HER CHANGE CHANNELS CHECK AND ADVISE
5537 ADAM STRIMPLE LIC#: N
WN (N/C)
11551 0.50 After testing several different times confirmed radio froze up. Searched for available updates and found one. Updated software and tested system several times and problem did not arise again. If problem arises again have customer return for further diag
****

C CAR WASH
CAUSE: CAR WASH
CW CAR WASH
99 IPL (N/C)
CAR WASH
****

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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**

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Customer Copy

DealerCAR 2014 CDK Global, LLC (08/17) SERVICE INVOICE TYPE 2 - 2S/2C - "AS-IS" - VA - 5686020

Customer Number [redacted]

Invoice No: [redacted]

INVOICE

DUPLICATE 1

PRIORITY NISSAN WILLIAMSBURG

WE PUT YOU 1ST

6390 Richmond Road
Williamsburg, VA 23188
Main Number: 757-234-8800
Service Fax: 757-234-8792

[redacted]

PROVIDENCE FORGE, VA [redacted]

Home: [redacted] Bus:

Cell: [redacted]

Email: email [redacted] home

SERVICE ADVISOR: *5620 BEN MCFERRIN*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RBY/CASPIA	18	NISSAN ROGUE	JN8AT2MV6JW[redacted]	[redacted]	12630 / 12630	T939

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03MAR18			17:00 03APR19		0.00	CN	16APR19

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] DLR[redacted] ENG:2.5_Liter TRN:XTRONIC_CVT_AUTOMATIC
07:46 03APR19	09:18 16APR19	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A Customer has concerns with purchase of the car check and advise meeting with Nissan today to go over concerns (see attached sheet)

CAUSE: OK

100 DTS PETE RUSIN CAME OUT AND INSPECTED VEHICLE UNABLE TO REPRODUCE CONCERNS ON ATTACHED SHEET RELEASED VEHICLE ON 4/3 BACK TO CUSTOMER

99 WN (N/C)

SUBL INTERNAL RENTAL

WN (N/C)

****

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PRIORITY NISSAN

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SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 0.00**

Customer Copy

DealerCAP 2014 CDK Global, LLC (08/17) SERVICE INVOICE TYPE 2 - 3515C - "AS-IS" - VA - 9999999

[redacted]

[redacted]

My 2018 Nissan Rouge SV AWD

April 2, 2019

These are the ongoing issues that I am having and some have had since 3 months in.

Driver side window screeches when you put it down in the rain (never had a car do this before)

The radio will work one min. and stop the next (can't change to navigation, change stations, change to a CD, nothing will work from steering wheel or the touch screen. Has happened in multiple areas not just one road)

Brake Assist if deactivated still works and car feels/handles differently than when activated.

Still getting bells-dings going off for no reason and no indicator as to what or why

Slows down or stops for no reason at all and I have to over ride by pushing on the gas (hazardous)

Navigation system will alert me to restricted road or road closed non paved road etc (does not apply road is paved and open etc) This will do at a normal voice level and other times it is screaming at me. Has nothing to do with the volume of the radio (very distracting and could cause an accident to happen)

Car engine has become more noisy, hesitates when pushing on the gas doesn't always want to go or pick up the speed when you are trying to. Has this thing happen like your pushing on the gas and off or braking kinda like jerking feel and strange noise.

This car has a mind of its own and not a good one.

I have had sensors replaced a couple of times, I have had updates done just about every time I bring to the shop. It helps for a bit and then it is back again and sometimes worse than before. This is not what I thought I was buying and I did not buy thinking I would be in and out so much for issue with a new vehicle let alone the same ones again and again. Something needs to happen and be done.

Customer Number [redacted]

Invoice No: [redacted]

INVOICE

PRIORITY NISSAN WILLIAMSBURG
WE PUT YOU 1ST
6390 Richmond Road
Williamsburg, VA 23188
Main Number: 757-234-8800
Service Fax: 757-234-8792

[redacted]

PROVIDENCE FORGE, VA [redacted]
Home: [redacted] Bus: Cell: [redacted]
Email: email | [redacted] | home

SERVICE ADVISOR: *5714 WENDELL HOLMES*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RBY/CASPIA	18	NISSAN ROGUE	JN8AT2MV6JW[redacted]	[redacted]	14422 / 14422	T446

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03MAR18			WAIT 30MAY19		0.00	CN	31MAY19

R.O. OPENED	READY	OPTIONS: SOLD-STK[redacted] DLR[redacted] ENG:2.5_Liter TRN:XTRONIC_CVT_AUTOMATIC
09:55 30MAY19	13:47 31MAY19	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A Customer here to meet with Pete Rusin(dts)to Discuss ongoing concerns
check and advise
CAUSE: OK
100 CUSTOMER AND PETE RUSIN TEST DROVE VEHICLE TO
ADDRESS ON GOING CONCERNS WITH VEHICLE
99 WN (N/C)
****

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TOTAL CHARGES	$ 0.00
LESS INSURANCE	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 0.00**

Customer Copy

DealerCAP 2014 CDK Global, LLC (08/17) SERVICE INVOICE TYPE 2 - 25/2C - "AS-IS" - VA - 9698020

[redacted]

Providence Forge, VA [redacted]

[redacted]

April 25, 2019

Dear Sir/Madam;

Since I picked my 2018 Rogue SV up on April 3, 2019 after second time of Peter being flown out to look at my car I have been experiencing the following issues:

4/4/19 When starting the car it turns over rough and loud (growl like noise) not sounding right. (second complaint)
4/4/19 Pushing on the gas pedal and not picking up speed stuck at 40 in a 55 zone!
4/5/19 Navigation malfunctioning trying to send me somewhere total opposite of what asked for or doesn't give me anything. Has only worked twice since I owned it. (third + complaint)
4/5/19 Drivers window making loud screeching noise going down & up in the rain (been serviced twice for this already and not fixed.)
4/8/19 Stopped me again for no reason (over third complaint)
4/14/19 No pick up, slow like on April 4th
4/17/19 Cruise control is set (on level road) coming to a curve just before I hit the brake like I normally do on that stretch of road and my car speeds up on its own!
4/19/19 Rear Cross Traffic Alert did not work- backed into another car - never seen it till after the fact (no bells, no beeps no alerts no nothing!)
4/19/19 No pick up, slow like on April 14th and April 4th
4/22/19 Navigation telling me the road is closed (on Rd 60 near Colonial Heritage Community) Road is open both ways nothing to cause this. (over third complaint)
4/24/19 Rough start, loud like on the April 4th
4/25/19 (2 times today) Radio etc stops working when playing music can't change station, cant switch to CD or maps won't allow anything to be done. (over third complaint)
4/25/19 Navigation system tells me on unpaved road. Road paved has been for years. (on going issue)
4/25/19 Cruise is set coming up on a car nothing is happening with the sensors (no alerts, slowing down or stopping) car in front of me starts to stop (still nothing) I go to step on the brake and it is hard not wanting to be pressed down. Car turned before I had to change lanes or an accident happened.

A few other days this month had the rough start, loud noise
Multiple times the car has slowed down on its own for no reason
Navigation alerts of road closed when it's not (major road way), restricted road, unpaved road (sometime the volume is normal and others it screams at you. (on going issue)

Has been idling roughly and has a strange noise
If I turn off the AEB the car feels different, act different (not in a good way) and it still operated as if I kept it on. So forced to keep activated.

The emergency braking is to work in an emergency to prevent accident. It is to alert you first and if no action taken then engage to stop you and only in eminent situation. My Rogue is living up to its name is has gone Rogue. This care does the opposite of everything it is to be doing. These are not safety features they are hazard features. Been having these and other issues three months into ownership and have been in and out of service trying to get fixed. Have had front sensor replace twice, multiple updates and Pete flown out twice and yet nothing changes.

I have an appointment on Monday April 29th at 11:30 to have things checked over, serviced, fixed etc I will be waiting for this work.

Thank you.

[redacted]

4/25/19 Jay - service manager called & Cancelled my appointment - notary we can do for you.

[redacted]

Providence Forge, VA [redacted]

[redacted]

May 29, 2019

4/25/19 Rained today window screeching when putting down

4/27/19 Navigation system, radio (everything ran thru this Nissan Connect) froze up again unable to do anything (i.e. cant switch stations, go to CD or to navigation no controls work)
Hesitating when stepping on the gas

5/1/19 Screaming at me unpaved road, restricted access road

5/2/19 Screaming at me unpaved road, restricted access road

5/10/19 Navigation system (Nissan Connect) shut completely down, came back on, froze up twice, A/C wasn't working correctly

5/15/19 Slowing down for no reason. Attempted to remote start 3 times and it wouldn't work. Cross traffic/back up camera not alerting me of things

5/16/19 Slowing down, jerking/hesitating, yelling at me restricted access road, twice tried remote start and didn't work

5/17/19 Hesitating slow moving

5/18/19 7:45 am tried to use navigation system would not work. Tried again 8:45 worked but no volume

5/19/19 815 am tried navigation system again and again no volume and radio volume not working right

5/23/19 115 pm beep beep no info to tell me what is going on. 4:10 to 430 given 3 alerts about severe weather 40+ miles away (screamed it at me) getting the jerking and hesitation

5/26/19 500 pm beep no indication as to why. 505 to 530 3 severe weather alerts 50+ miles away (screamed at me) then when turning on my road to house (very low volume) restricted access road

5/27/19 1245pm beeping but no indication as to why

5/29/19 Beep for no reason, 600 pm hearing a gurgle sound when push on the gas, 6:21 pm screamed at me that a severe storm 48.6 miles away, tried to do remote start and didn't start

Most of the month having hesitation, jerking, slowing down for no reason. The alerts I get for unpaved road, restricted access road have been all over from normal tone, screaming at me and so low can hardly hear it. Off on thru month engine sounds strange. Rear Cross Traffic warning works on and off most of the month. Sometime A/C works fine other times it doesn't seem to work right.

[redacted]

Providence Forge, VA [redacted]

[redacted]

June 6, 2019

Pete from Nissan was out on May 30th. Had some codes come up and TBD's (don't know what they were for or what they meant.) Was turned away again claiming nothing to do. Here is the list of things going on since that visit.

5/30/19 No volume with navigation system still, a/c not working right.
5/31/19 While using cruise control it has sped up on the curve again, breaking no reason for it
6/1/19 12:45 pm beeping at me (had a flash of something on my dash but no idea what was gone as quick as it happened) still no volume on navigation
6/3/19 Navigation still has no volume, doing the jerking things again when pushing on the gas, slowing down for no reason again, a/c not working right, remote start wouldn't start again.
6/4/19 Remote start not working again, Nissan Connect has frozen up on me again.
6/5/19 Stopped me again driving down the road nothing in front of me, a/c didn't seem to be working right again