



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

22-MAY-2019
AUG 19 2019

Reference No.
11209317

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City NEPTUNE BEACH State FL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

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: JNSAF5MR1D [REDACTED]
Make: NISSAN Model: JUKE Model Year: 2013
Date Purchased: 6/27/2015 Dealer's Name and Telephone Number: Coggin Nissan 904 416 6510 Engine: No. Cylinders: 4 Fuel Type: Premium
Original Owner: Dealer's City: Jacksonville State: FL Zip Code: 32225
Transmission Type: CVT Antilock Brakes Powertrain: Cruise Control Multiple Failure: Yes Incident Date(s): 01-JAN-2019 - 5/30/19

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 10000 POWER TRAIN Failure Mileage: 85000 69539 + reverse Failure Speed: 65

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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: [REDACTED] Number of Deaths: [REDACTED] 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 2013 NISSAN JUKE.
TRANSMISSION HESITATED AFTER GEAR SHIFT SELECTOR PLACED IN REVERSE, LOUD NOISE HEARD BEFORE TRANSMISSION RESPONDED
TAKEN TO INDEPENDENT MECHANIC BUT NOT DIAGNOSED. INSTEAD REFERRED TO TRANSMISSION SPECIALIST
MANUFACTURER CONTACTED. CASE NUMBER: [REDACTED] (CVT light appeared while driving)
WHILE ATTEMPTING TO REVERSE OUT OF THE DRIVEWAY, THE GEAR SHIFTER WAS PLACED IN REVERSE HOWEVER, THERE WAS A HESITATION IN THE RESPONSE OF THE VEHICLE WITH AN ABNORMAL SOUND. ADDITIONALLY, ON SEVERAL OCCASIONS WHILE DRIVING AT UP TO 65 MPH WITHOUT WARNING, THE VEHICLE DOWNSHIFTED TO A LOWER GEAR. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO WAS UNABLE TO DIAGNOSE THE VEHICLE. THE CONTACT WAS REFERRED TO A TRANSMISSION SPECIALIST TO HAVE THE VEHICLE DIAGN

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.

repaired
BLD

REPAIR ORDER

SAMS WHOLESALE AUTOMOTIVE
 2114-B N FORSYTH RD
 ORLANDO, FL 32807
 407-482-5066
 MV94823

R/O # : [REDACTED] Page : 1
 Name : [REDACTED]
 Date : 05/23/2019 12:57 PM
 Closing Date : 05/30/2019
 License # : [REDACTED]
 Year/Make : 2013 NISSAN
 Model : JUKE
 VIN : JN8AF5MR1DT [REDACTED]
 Odometer In : 69539 Save Parts : NO
 Odometer Out :
 Proposed Completion Date : 05/30/2019
 Intended Payment Method : Check

ORLANDO, FL [REDACTED] Work:
 Home: [REDACTED]
 Other:
 Other Auth Person: - Phone:

LABOR	AMOUNT
REMOVE AND REPLACE CVT TRANSMISSION WITH NISSAN NEW FLUSH COOLÉR / FILL WITH NEW FLUID	575.00
PARTS no warranty on abuse or neglect	
CVT NEW NISSAN CVT TRANSMISSION	2,625.00 1 2,625.00
12MONTH 12MONTH WARRANTY	.00 1 .00
LOCAL LOCAL WARRANTY	.00 1 .00
FRONT FRONT BRAKE PADS	36.00 1 36.00
Job Sub-Total	3,236.00

PAID

LABOR	575.00
PARTS	2,661.00
SUBLETS	0.00
Environmental Recycling	.00
SUB TOTAL	3,236.00
TAX	197.04
TOTAL	\$ 3,433.04

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.

I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED _____ DATE _____

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. *FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. ***FS403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.

LABOR CHARGES BASED ON: FLAT RATE HOURLY FEE BOTH APPLY ESTIMATE/DIAGNOSTIC FEE: \$ _____ /OR HOURLY AT \$ _____ PER HOUR

I hereby authorize the above named business to perform the repair work listed above along with necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs. Thereto it is understood that [REDACTED] or fire to vehicles placed with them for storage, sale, repair, or while road testing.

Authorized by [REDACTED] Date: 5/30/2019