

SEP 11 2019

CL-11254945-7118

[REDACTED]
Blue Ash, Ohio
[REDACTED]

September 2, 2019 (Memorial Day)

Service Department &
Administrative Staff
Jeff Wyler Kings Nissan
9819 Kings Automall Rd.
Cincinnati, OH 45249

**Re: 2018 Nissan Rogue SL AWD
Brakes Improperly Deploying**

To Whom It May Concern:

After picking up my 2018 Nissan Rogue ("Rogue") on Tuesday, August 27, 2019, from your service department which replaced a defective radio/navigation system that the service dept. ordered weeks before after an inability to fix, I drove home heading west on Fields Ertle Rd. On Fields Ertle Rd. between Conrey Road and McCauly Road, for no apparent reason the brakes deployed bringing my Rogue almost to a complete stop. It was upsetting to say the least. On Thursday evening August 29, 2019, to my dismay, I read the enclosed article from the Wall Street Journal ("WSJ") that stated:

NHTSA this spring began investigating the Rouge's auto-braking feature after the Center for Auto Safety, a membership-based advocacy group petitioned the agency to open a defect probe, citing 87 complaints of false braking activations. The center has argued the incidents are a safety risk and the vehicles should be recalled.

The article goes on to say Nissan is cooperating and has identified certain problems with the automatic braking system. The article says the "car company" is asking owners to bring the affected vehicles to the dealerships for a software fix as part of a voluntary customer-service campaign. I had never been notified of this problem by the "car company" or any entity related to the "car company". After reading from the Rogue's handbook, I hopefully disengaged the automatic emergency braking system and then called your service department for an appointment regarding this issue. The lady on the phone who made my Tuesday morning appointment asked if the Rogue was given a brake software fix on Tuesday along with the radio/navigation fix. I told her, not to my knowledge. She checked and then indicated there had not been a brake software fix and established a Tuesday morning service department appointment for my Rogue.

Please keep me fully informed of the software fix for the braking system and any other problems that come to your attention.

Cc: NHTSA & Nissan
[REDACTED]

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Automatic Brakes in Cars Spark Drivers' Complaints

By BEN FOLDY

Automatic emergency-braking systems that are promoted as a safety feature in vehicles don't always work as intended and at times activate when there is no risk of a crash, drivers say.

Drivers have reported several hundred incidents to U.S. regulators in recent years of these brakes malfunctioning or not deploying properly, highlighting the challenges car makers face in introducing new technologies that automate more of a car's driving functions.

The automatic braking features use cameras, sensors and radar to detect objects and can hit the brakes if the driver doesn't act fast enough. Safety advocates say the technology has significantly reduced accidents and can save lives, and auto makers view such crash-avoidance systems as a critical part of developing

autonomous cars.

But the National Highway Traffic Safety Administration has fielded more than 400 individual complaints in the last three years from drivers of vehicles made by Nissan Motor Co., Volkswagen AG, Honda Motor Co. and other major car manufacturers flagging auto-braking problems, according to a Wall Street Journal analysis of the agency's public database.

Most are from drivers saying they have had trouble with the automatic brakes deploying suddenly when there is no evidence of danger—at highway speeds, in some cases. Some drivers also reported braking systems failing to engage as expected in the presence of a threat.

Fourteen complaints involved a crash, with most of those drivers describing the car braking so suddenly it was rear-ended by a trailing vehicle. One driver reported losing

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DREW ANGERER/GETTY IMAGES

Regulators are investigating the Nissan Rogue's auto-braking feature, and the company said it is cooperating with the probe.

Automatic Brakes Spur Complaints

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control of the car when it unexpectedly hit the brakes at highway speed, causing it to spin out and crash into a guardrail.

No fatalities were reported in the complaints, but three indicated the crashes resulted in injury. Another 18 people reported being hurt by the abruptness of the car activating the brakes without a colli-

sion. Some drivers also complained the feature stopped their car unexpectedly over a railroad crossing.

██████████, the owner of a 2018 Nissan Rogue, said she was driving the sport-utility vehicle on the highway in February at 65 miles an hour when the car slammed on the brakes for no apparent reason.

"I was so scared," ██████████ said. "I was in tears."

She took the vehicle to the dealership twice for fixes, but she said the problem persists. Now, she said, she is frightened to drive it.

NHTSA this spring began investigating the Rogue's auto-braking feature after the Center for Auto Safety, a membership-

based advocacy group, petitioned the agency to open a defect probe, citing 87 complaints of false braking activations. The center has argued the incidents are a safety risk and the vehicles should be recalled.

Nissan said it is cooperating with NHTSA and has identified problems with brakes improperly deploying in certain road conditions, such as railroad crossings, bridges and low-hanging traffic lights, on its 2017 and 2018 Nissan Rogue and Rogue Sport vehicles. The car company is asking owners to bring the affected vehicles to dealerships for a software fix. The action, which isn't a recall but a voluntary customer-service campaign, covers more

than half a million of the SUVs.

Nissan said ██████████ vehicle received the recommended software update and it continues to work with her.

Volkswagen said it fully cooperates with NHTSA on any query or investigation and works with dealers to better understand consumer complaints. Honda said it has been in contact with NHTSA regarding its auto-braking technology and there are currently no defects.

The Insurance Institute for Highway Safety, a group backed by car insurers, said in June the rate of rear-end collisions was 50% lower for cars equipped with automatic braking. The group estimates the feature will prevent 28,000 crashes and 12,000 injuries by 2025.

NHTSA said auto braking can reduce the severity of crashes and help save lives, but warned the technology isn't defined uniformly within the auto industry and the agency will closely monitor data sources for safety risks.

Often, the systems vary in both their capabilities and how they operate, and there is little standardization on what they are called, creating confusion.

Auto manufacturers have recalled nearly 180,000 vehicles in the U.S. since 2015 to fix issues with their automatic braking systems, according to the Center for Auto Safety.

The volume of complaints is notable for a new safety feature intended to prevent accidents, said Jason Levine, the center's executive director.

Nearly all auto makers have pledged to make automatic-

A car's cameras, sensors or radar can detect an object ahead, alert the driver and apply the brakes to avoid or mitigate a crash.

How the technology works

Vehicle detects object within close range ahead and alerts driver of imminent collision.

Automatic braking system activates if driver fails to respond to collision alert.



As automatic braking becomes more common...

...so do driver complaints about it.

Percentage of new cars with automatic emergency braking

Automatic braking complaints



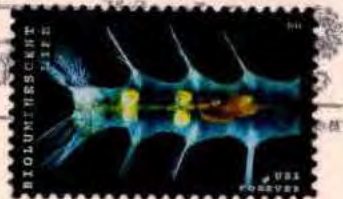
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