

9-16-22

Nissan Juice CVT Litigation Settlement

I am writing this letter regarding my 2012 Nissan Juice. Overall, it has been a good car. I had owned a Nissan Sentra in 1998 & have always considered Nissan good cars.

However, I had a frightening experience in my Juice. You should be made aware. My husband & 3 grand kids (middle school age) were in the back seat. We were at the lake & on our way home. I was driving up a hill (cliff is on the right side & ditch on the left) (*My husband & I were in the front & kids were in the back). As I was driving up the hill the car felt sluggish (or losing power) & I accelerated to the top of the hill. Once I got to the top of hill I was accelerating the car would not move. It didn't die - it wouldn't move. I attempted to back up the car staying away from the cliff side.

I was told by Beyer Dealership the transmission overheat & had been for a while before my experience.

My car has been in the shop since Aug 15. The staff is very professional & worked overtime to put the first transmission in & the computer read error (They seemed to think there was a faulty part in the transmission) So I am now waiting for them to put the second one in.

I have researched the CVT transmission with Nissan and am horrified there has not been a recall on this item. I have 100,000 miles on this car & hoped it would last me awhile as I recently retired.

Never in my [redacted] years have I had an experience with a car not moving as you are accelerating.

I understand the Nissan Lawsuit over these CVT Transmission settled in March.

I also told Byerly I take my car for timely oil changes at Valvoline & couldn't understand why the transmission fluid was burnt up. But, found out there is a seal on the transmission fluid.

When it is time to purchase another car I'm not sure if I will buy another

Nissan on a vehicle with a CVT
Transmission

Since it appears I have missed
out on participating in the Nissan lawsuit
as I never received notice of this problem
I would like Nissan to review my case
and allow some compensation for my damages

Sincerely,

[REDACTED] Louisville KY [REDACTED]
[REDACTED]

cc: Byerly 4029 Dixie Hwy Louisville KY 40216

cc: National Highway Traffic Safety Admin
1200 New Jersey SE West Building Washington DC
20590

P.S. I am not filing a complaint against Byerly,
just sending a copy of this letter to them.
They did what they were suppose to do & did it
well.

CUSTOMER #:
INIT#

INVOICE

BYERLY

FORD-NISSAN

4027 DIXIE HIGHWAY
LOUISVILLE, KY 40216

(502) 448-8222

PAGE 2

LOUISVILLE, KY

CONT:

CELL:

SERVICE ADVISOR: 922 MICHAEL KESTLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED, CAYEN	12	NISSAN JUKE	JN8AF5MV8C		102047/102047	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
10NOV12 DE			17:30 15AUG22		CASH	19AUG22
R.O. OPENED	READY	OPTIONS:	STK	DLR:		

07:43 11AUG22 17:55 19AUG22

LINE	OPCODE	TECH	TYPE	HOU	LIST	NET	TOTAL
------	--------	------	------	-----	------	-----	-------

ESTIMATE: 0.00

11AUG22 07:43 SA: 1011

CONTACT:

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

35.00

ALL OF OUR REPAIRS (PARTS & LABOR) ARE
GUARANTEED FOR 12 MONTHS OR 12,000 MILES,
WHICHEVER OCCURS FIRST.
ALL QUOTES ARE GUARANTEED FOR 30 DAYS.

THANK YOU FOR SELECTING BYERLY NISSAN FOR
YOUR SERVICE NEEDS!!

IMPORTANT

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Thank You For Your Business!!
Byerly Nissan, Inc.
Serving Louisville Since 1944

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	2310.00
PARTS AMOUNT	2647.14
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	35.00
TOTAL CHARGES	4992.14
LESS INS./DISC.	495.71
SALES TAX	269.79
PLEASE PAY THIS AMOUNT	4766.22

CUSTOMER COPY

CUSTOMER #: [REDACTED]
INIT# [REDACTED]

INVOICE

BYERLY

FORD-NISSAN

4027 DIXIE HIGHWAY
LOUISVILLE, KY 40215
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PAGE 1

SERVICE ADVISOR: 922 MICHAEL KESTLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED, CAYEN	12	NISSAN JUKE	JN8AF5MV8C	[REDACTED]	102047/102047	[REDACTED]
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07:43 11AUG22 17:55 19AUG22

LINE	OPCODE	TECH	TYPE	HOU	LIST	NET	TOTAL
------	--------	------	------	-----	------	-----	-------

A CS THERE IS A WHINE COMING POSSIBLY FROM TRANSMISSION. GOING UP A HILL VEHICLE WOULD NOT MAKE IT UP AND HAD PEDAL ALL THE WAY DOWN. P1701 CODE PRESENT WHEN TAKEN TO BIG O. CHECK AND ADVISE.

00 CS THERE IS A WHINE COMING POSSIBLY FROM TRANSMISSION. GOING UP A HILL VEHICLE WOULD NOT MAKE IT UP AND HAD PEDAL ALL THE WAY DOWN. P1701 CODE PRESENT WHEN TAKEN TO BIG O. CHECK AND ADVISE.

514 CPR

2310.00 2310.00

1 310CM-3TX0CRE REMAN TRANSAXLE ASSY - AUTOMATIC

2485.71 2485.71 2485.71

6 999MP-CV0NS3 NS-3 CVT FLUID - 1QT X 12

22.99 22.99 137.94

1 999MP-L25500P NISSAN LONG LIFE COOLANT BLUE

23.49 23.49 23.49

PARTS: 2647.14 LABOR: 2310.00 OTHER: 0.00 TOTAL LINE A: 4957.14

102047 1.00

A WHINE NOISE VERIFIED COMING FROM CVT. NO DRIVEABILITY DTCS STORED. TEST DROVE VEHICLE AND IT FEELS LIKE IT HAS A LACK OF POWER. FLUID SMELLS LIKE BURNT CLUTCH MATERIAL AND IS DARK. RECOMMEND TO REPLACE CVT.

NOTE: CAN HEAR A TICKING NOISE COMING FROM TIMING COVER AREA/TURBO/UPPER ENGINE AREA.

B TEST KEY SIGNAL STRENGTH

00 TEST KEY SIGNAL STRENGTH

514 CPR

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

10PERCENT10 PERCENT OFF PARTS AND LABOR COUPON

CPR

-495.71 -495.71

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CUSTOMER SIGNATURE

DESCRIPTION

LABOR AMOUNT
PARTS AMOUNT
GAS, OIL, LUBE
SUBLET AMOUNT
MISC. CHARGES
TOTAL CHARGES
LESS INS./DISC.
SALES TAX

TOTALS

PLEASE PAY
THIS AMOUNT

CUSTOMER #:
UNIT#

INVOICE

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PAGE 1

SERVICE ADVISOR: 1011 JEFFREY ROWCH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED, CAYEN	12	NISSAN JUKE	JN8AF5MV8		102047/102047	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
10NOV12 DE			17:00 20AUG22		CASH	20SEP22
R.O. OPENED	READY	OPTIONS:	STK	DLR:		
10:37 20AUG22	14:35 20SEP22					

LINE	OPCODE	TECH	TYPE	HOU	LIST	NET	TOTAL
------	--------	------	------	-----	------	-----	-------

A C/S THAT THE CHECK ENGINE LIGHT IS ON AFTER TRANSMISSION REPLACEMENT.

PARTS WARRANTY

CAUSE: W

JD01AA R&I AUTOMATIC CVT TRANSAXLE ASSY *

402 W

(N/C)

1 310CM-3TX0CRE REMAN TRANSAXLE ASSY -
AUTOMATIC

(N/C)

6 999MP-CV0NS2 NS-2 CVT FLUID - 1QT X 12

(N/C)

JD023A COMBINATION: RPL AUTOMATIC CVT TRANSAXLE
ASSY

402 W

(N/C)

EF10AA DTC P0744 - A/T TORQUE CONVERTOR CLUTCH
SOLENOID VALVE FUNCTION

402 W

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
--------	------	--------	------	--------	------	---------------	------

102047 10.20

AFTER REPLACING TRANSMISSION FOUND THAT P0744 IS NOW CURRENT.

CHECKED CODE IN ECM AFTER CHECKING AND VERIFYING LINE PRESSURE IS GOOD,
ECM IS RECOMMENDING TRANSMISSION. REPLACE TRANSMISSION.

R&I AUTOMATIC CVT TRANSAXLE ASSY *

AWD

MR JD01AA [7.6]

RPL AUTOMATIC CVT TRANSAXLE ASSY

RE0F10A

MR JD023A [1.2]

DTC P0744 - A/T TORQUE CONVERTOR CLUTCH SOLENOID VALVE FUNCTION

MR EF10AA [1.4]

B PERFORM MULTI-POINT INSPECTION

99N PERFORM MULTI-POINT INSPECTION

402 CPR

0.00 0.00

GBATT BATTERY CONDITION IS GOOD

402 CPR

0.00 0.00

GTIRE TIRE TREAD AND WEAR IS OK AT THIS TIME

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SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS./DISC.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #:
UNIT#

INVOICE

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DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
10NOV12 DD			17:00 20AUG22		CASH	20SEP22
R.O. OPENED	READY	OPTIONS:	STK	DLR		

10:37 20AUG22 14:35 20SEP22

LINE	OPCODE	TECH	TYPE	HOU	LIST	NET	TOTAL
		402	CPR			0.00	0.00
GBK BRAKE LININGS ARE OK AT THIS TIME							
		402	CPR			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

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MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS./DISC.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

BYERLY FORD-NISSAN INC
4041 DIXIE HWY
LOUISVILLE, KY 40216

09/20/2022

15:46:18

CREDIT CARD

MC SALE

Card #

XXXXXXXXXXXX

Chip Card:

MasterCard

AID:

A0000000041010

Seq #:

16

Batch #:

INVOICE

Approval Code:

052208

Entry Method:

Chip Read

Mode:

Issuer

SALE AMOUNT

\$4766.22

CUSTOMER COPY

Louisville, KY

LOUISVILLE KY 400

29 SEP 2022 PM 2 L



NEF
(R field)

National Highway Traffic Safety Adm.
1200 New Jersey SE West Bldg
Washington, DC 20590

20590-

