



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 100147

Date Received

22-JUL-2004

Repository ☐

SEP 21 2004
Reference No: 7: 2
10083488

OWNER INFORMATION (Type or Print)

Name

Address

City

SLIDELL

State

LA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO

In the absence of an authorized signature, you MAY NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 9/14/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

JN8A208T23W

Make

NISSAN

Model

MURANO

Model Year

2003

Date Purchased

12/02

Dealer's Name and Telephone Number

Eddie Tourelles Northpark Nissan

Engine:

No. Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Slidell

State

LA

Zip Code

70433

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☐ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING-ENGINE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

06-01-2004

30 Jun 2004

Failure Mileage

26,000

Failure Speed

0-5 mph

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;

ie, parts repaired or replaced (and if old part is available).

WHEN STOPPING AT A TRAFFIC LIGHT, THE VEHICLE SURGED

FORWARD WITHOUT WARNING. THIS CAUSED THE DRIVER TO LOSE CONTROL OF THE VEHICLE. THE CONSUMER REAR-ENDED ANOTHER VEHICLE AS A RESULT. THE CONSUMER HAD THE VEHICLE TOWED TO THE DEALER FOR INSPECTION. PLEASE PROVIDE ANY FURTHER DETAILS. *JB

Took the

The dealer could not duplicate the problem

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.

Slidell, Louisiana

July 22, 2004

Eddie Tourelle's Northpark Nissan
955 N. Highway 190
Covington, LA 70433

Re: Problem with Nissan Murano

Dear Eddie:

I brought our Nissan Murano into the dealership for service on July 21, 2004. For the past month, we have been having problems when we accelerate from a complete stop. The vehicle seems that it is going to stall and then lurches forward in a bucking motion. Over the past three weeks the problem has gotten so severe that I can no longer drive the vehicle to work as there is often traffic, which requires me to start and stop often. I also park in a parking garage with a ramp that requires starting and stopping frequently while going up the ramp. The bucking motion is so severe that I am afraid I will hit the car in front of me on the ramp.

Recently, my husband was driving the vehicle home from work when he stopped at a stop light. When he proceeded to accelerate, the vehicle started to stall and then lurched forward hitting the car in front of him. Luckily, no one was injured in the accident. We paid for the damage to the vehicle that my husband hit, which amounted to \$745.00. I have enclosed the receipt for damages for your records.

The service department informed me that they could find nothing wrong with the vehicle, and that they could not duplicate the problem. I was also told that no one else has had any similar problems with the Murano. While I find this difficult to believe, I am not at all surprised.

I would like to point out that we own and have owned Nissans in the past. In 1997, I purchased a new Nissan Maxima. I drove the car for five years and had over 120,000 miles on the car. I had no problems with my Maxima. We also own a Nissan pickup truck that we purchased "used." The truck has over 200,000 miles on it and it drives perfectly. My husband has also owned several Nissans in the past and has always been pleased with the performance and reliability of the vehicles. Our problems with the Murano are a first.

Mr. Tourelle
July 21, 2004
Page 2 of 2

I have done some preliminary research into this issue, and I have attached for your review a complaint from the National Highway Traffic Safety Administration ("NHTSA"). As you can see from the description of the complaint, the problem we are having with our Nissan Murano is similar to the problem reported to the NHTSA. I have also filed a complaint with the NHTSA. I have also contacted a sales person at the Nissan dealership in Slidell and was informed that he has also received numerous complaints about the performance of the Nissan Murano.

I cannot express how dissatisfied we are with performance of the Murano. Had we known that the vehicle would have this problem, my husband and I would not have purchased it. This as you are probably aware is known as a "redhibitory defect" and sellers are required to warrant against such defects. La. C.C. art. 2520, West 2004. More importantly, "[t]he existence of such a defect gives a buyer the right to obtain rescission of the sale." *Id.* I hope that we are able to amicably resolve this situation.

Please contact me after you have had an opportunity to review the above. I look forward to speaking with you. With kindest regards, I remain

Very Truly Yours,

/SWS
Enclosures

cc Consumer Affairs
Nissan North America
P.O. Box 191
Gardena, CA 90248



Office of Defects Investigation

Complaints - Search Results

2 Records Displayed.

Report Date : July 21, 2004 at 04:09 PM

TYPE : VEHICLE

YEAR : All Years

MAKE : NISSAN

MODEL : MURANO

Make : NISSAN

Model : MURANO

Year : 2003

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10072202

Date of Failure: May 5, 2004

Component: VEHICLE SPEED CONTROL:ACCELERATOR PEDAL

Summary:

WHILE SITTING AT AN INTERSECTION VEHICLE SURGED FORWARD, THEN HESITATED. THIS CAUSED THE VEHICLE TO SUDDENLY ACCELERATE. CONSUMER'S FOOT WAS ON THE BRAKES, WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE, AND PULLED OVER. THEN, VEHICLE STALLED. CONSUMER HAD THE VEHICLE TOWED TO THE DEALER FOR INSPECTION, AND MECHANIC COULD NOT DUPLICATE THE PROBLEM. *AK

Make : NISSAN

Model : MURANO

Year : 2003

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10072201

Date of Failure: May 5, 2004

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Complaints Summary

Make:	NISSAN
Model:	MURANO
Year:	2003
Complaint Number:	10072202

Summary:

WHILE SITTING AT AN INTERSECTION VEHICLE SURGED FORWARD, THEN HESITATED. THIS CAUSED THE VEHICLE TO SUDDENLY ACCELERATE. CONSUMER'S FOOT WAS ON THE BRAKES, WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE, AND PULLED OVER. THEN, VEHICLE STALLED. CONSUMER HAD THE VEHICLE TOWED TO THE DEALER FOR INSPECTION, AND MECHANIC COULD NOT DUPLICATE THE PROBLEM. *AK

[Close Window](#)

07/05/2004 at 12:15 PM
45423

Job Number:

FORD LINCOLN MERCURY NISSAN OF SLIDELL
Federal ID #:721511155
400 HOWZE BEACH RD
SLIDELL, LA 70460
(985) 690-0046 Fax: (985) 643-1916

PRELIMINARY ESTIMATE

Written By: Ronald Marcus
Adjuster:

Insured:	Claim #
Owner:	Policy #
Address:	Deductible:
SLIDELL, LA	Date of Loss: 07/01/2004
Evening:	Type of Loss: Liability
Cellular:	Point of Impact: 6, Rear
Inspect FORD LINCOLN MERCURY NISSAN OF S	Other: (985) 690-0046
Location: 400 HOWZE BEACH RD	
SLIDELL, LA 70460	

Insurance
Company: 3 Days to Repair

2003 LINC NAVIGATOR 4X2 8-5.4L-FX 4D UTV BLACK Int:TAN
VIN: 5LMFV27R03LJ02733 Lda: MOF759 LA Prod Data: 07/2002 Odometer: 43000

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Intermittent Wipers	Climate Control
Keyless Entry	Dual Air Condition	Auto Level
Rear Wiper	Steering Wheel Controls	Tinted Glass
Dual Mirrors	Roof Console	Luggage/Roof Rack
Fog Lamps	Clear Coat Paint	Two Tone Paint
Metallic Paint	Power Steering	Power Brakes
Power Windows	Power Locks	Power Driver Seat
Power Passenger Seat	Power Mirrors	AM Radio
FM Radio	Stereo	Search/Seek
CD Changer/Stacker	Anti-Lock Brakes (4)	Driver Air Bag
Passenger Air Bag	Front Side Impact Air Bag	4 Wheel Disc Brakes
Positraction	Leather Seats	Bucket Seats
Recline/Lounge Seats	Running Boards/Side Steps	Trailer Package
Automatic Transmission	Overdrive	Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		REAR BUMPER				
2	Repl	add for backup sensor	1		0.3	
3*	Rpr	Bumper cover			3.5	3.0
4		Add for Clear Coat				1.2
5		Add for Two Tone				1.2
6	Repl	Tow brkt cover	1	39.02		
7		O/H bumper assy			1.5	
8	Repl	Pad	1	90.58	Incl.	

PRELIMINARY ESTIMATE

2003 LINC NAVIGATOR 4X2 8-5.4L-FI 4D UTV BLACK Int:TAN

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
9#	Subl	Hazardous Waste Disposal	1	2.50	X	
10#	Rpr	Finesse Sand & Polish /Per Pnl			0.5	
Subtotals -->				132.10	5.8	5.4
Parts						129.60
Body Labor						214.60
Paint Labor						199.80
Paint Supplies						135.00
Body Supplies						4.30
Sublet/Misc.						2.50
SUBTOTAL						\$ 685.80
Sales Tax						\$ 683.30 @ 8.7500% 59.79
GRAND TOTAL						\$ 745.59

ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT CLAIM FOR PAYMENT OF A LOSS OR BENEFIT OR KNOWINGLY PRESENTS FALSE INFORMATION IN AN APPLICATION FOR INSURANCE IS GUILTY OF A CRIME AND MAY BE SUBJECT TO FINES AND CONFINEMENT IN PRISON.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR2M003 Database Date 05/2004, CCC Data Date 05/2004, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LMQ, Qual Repl Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGB Part Numbers and Prices are provided by National Auto Glass Specifications, Inc. Pound sign (\$) items indicate manual entries.

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