



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

11-DEC-2006

Repository ☐

Reference No.
10175799

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City NEW CARROLLTON

State MD

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide copies of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 12/17/2006

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
JN8AZ08T04W [REDACTED]

Make
NISSAN

Model
MURANO

Model Year
2004

Date Purchased
27-NOV-04

Dealer's Name and Telephone Number
CARMAX OF WHITEMARSH 4109317911

Engine:
No: Cylinders 6

Fuel Type:
Gas

Original Owner
☒

Dealer's City
WHITE MARSH

State
MD

Zip Code
21162

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
060000 ENGINE AND ENGINE COOLING

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
15-JUN-2005

Failure Mileage
7106

Failure Speed
30

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; i.e., parts repaired or replaced (and if old part is available).

DT*: THE CONTACT STATED WHILE TRAVELING 25 MPH ON DRY NORMAL ROAD CONDITIONS, THE VEHICLE STALLED, AND WAS ABLE TO BE RESTARTED. THE VEHICLE STALLED AGAIN, AFTER TRAVELING 10 YARDS. IT WAS TOWED TO THE DEALERSHIP, WHO PERFORMED A DIAGNOSTIC, AND DETERMINED THAT THE ALTERNATOR NEEDED TO BE REPLACED. THE CHECK ENGINE AND BATTERY LIGHT WERE ILLUMINATED PRIOR TO THE INCIDENT. THE STALLING RECURRED A YEAR LATER ON 07/17/06 WHILE TRAVELING 30 MPH. THE CHECK ENGINE LIGHT WAS ILLUMINATED PRIOR TO THE INCIDENT. THE VEHICLE WAS RESTARTED AND DRIVEN TO ANOTHER DEALERSHIP, WHO REPLACED THE THROTTLE METER. THIS CORRECTED THE PROBLEM. ON 10/24/06, THE PROBLEM RECURRED WHILE TRAVELING 30 MPH, AND WAS TOWED TO ANOTHER DEALERSHIP, WHO COULD NOT SERVICE THE VEHICLE DUE TO LACK OF PARTS NEEDED FOR THE DIAGNOSTIC. THE VEHICLE WAS TOWED TO ANOTHER DEALERSHIP, WHO DETERMINED THE AUTOMATIC TRANSMISSION WAS DEFECTIVE, AND WAS REPLACED. THIS REMEDIED THE PROBLEM. THE CONTACT WROTE A COMPLAINT LETTER TO THE MANUFACTURER AND DEALER ON 10/29/06, BUT HAD YET TO RECEIVE A RESPONSE.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I have listed in a chart as well as attached invoice work orders from dealerships that performed service on problems concerning the 2004 NISSAN MURANO SE that I purchased from CARMAX of White Marsh, Maryland, on November 27, 2004.

The enclosures are an exact duplicate that has also been sent to the Better Business Bureau of whom I have filed a claim with. That case number is: NIS0670469.

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

NHTSA
www.nhtsa.gov

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



NVS-200

TEL DEC 29 AM 9:40

December 17, 2006

U.S. Department of Transportation
National Highway Traffic Safety Administration
400 Seventh St., S.W.
Washington, D.C. 20590

To whom it may concern:

I have listed in a chart as well as attached invoice work orders from dealerships that performed service on problems concerning the 2004 NISSAN MURANO SE that I purchased from CARMAX of White Marsh, Maryland, on November 27, 2004.

The enclosures are an exact duplicate that has also been sent to the Better Business Bureau of whom I have filed a claim with. That case number is: NIS0670469.

Please contact me if there are any further questions.



Customer Claim Form

Contact Date: **12/11/06**

Start Date:

Case Number: **NIS0670469**

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☐ NO

If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name & Address

NEW CARROLLTON, MD

Day Phone: _____

Evening Phone: _____

Cell Phone: _____

Fax Number: _____

Email Address: _____

Customer Contact Info:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: **Amelia J. Brooks**

Vehicle Use: ☒ Personal ☐ Business ☐ Both Percentage of time vehicle used for business purposes:

Transmission Type: Automatic

Number of vehicles owned or leased by the business:

Make: Nissan

Model: Murano SE

Model Year: 2004

Current Mileage: 24480

Vehicle Identification Number: **JN8AZ08T04W**

Servicing Dealer/City/State : **TISCHER NISSAN / Laurel / MD**

Selling Dealer/City/State : **CARMAX / White Marsh / MD**

Insurance Carrier : **GEICO**

Policy Number: _____

Has vehicle been in an accidental/had body damage? Yes ___ No ☒ Date of accident:

Description of Damage :

Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: **11/27/04** Mileage at purchase: **13**

Lease Date: _____ Mileage at lease: _____

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? **Yes**

Is the vehicle in your possession?

Lienholder's Name: **Justice Federal Credit Union**

Leasing Company's Name:

Address: **5175 Parkstone Dr. Suite 200**

Address:

City/St/Zip: **Chantilly VA 20151**

City/St/Zip:

Phone: (703) 480-5300

Phone:

Leinholder Acct #: **266049552 L90**

Leasing Company's Acct #:

Customer's Desired Outcome (Describe what you want done to resolve your concern)

Customer wants the vehicle replaced with either a New 2005, 2006 or a 2007 NISSAN MURANO SE.

Signature of Titled Owner(s)/Lessee(s) _____

Date **12/16/2006**

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Name: [REDACTED]

Case Number: NIS0670469

First Repair Attempt (any reported problem)

Date: 12/23/2004 Mileage: 961

Last Repair Attempt (last reported problem)

Date: 10/27/2006 Mileage: 23,066Total Days out of Service: 21 days out of service

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. * Transmission went out --- While in route SUV cut off three different times. On third try the SUV would start but would not move. SUV had to be towed to NISSAN dealership for service. Initially, SUV was towed to DARCARS NISSAN, College Park, MD, but after three days without service SUV was towed to Tischer NISSAN, Laurel, MD at owners' expense.	No	DARCARS, College Park, MD TISCHER NISSAN, Laurel, MD	10/24/06 10/27 - 11/09/06	23,066 23,066	3 13
2. * Vehicle died while in motion --- SUV would not accelerate properly (the SUV would stall at times while depressing the gas pedal) and the engine light came on.	No	CAPITAL NISSAN, Lanham, MD	07/17/06	18,479	1
3. * Recall on alternator --- Battery & Brake light came on while driving SUV and SUV cut off. SUV was initially towed to CARMAX, Laurel, MD, however, CARMAX stated SUV should be taken to a NISSAN dealership. SUV was towed to TISHER NISSAN, Laurel, MD at owners' expense.	No	CARMAX, Laurel, MD TISCHER NISSAN, Laurel, MD	06/15/05 06/16/05	7,106 7,106	0 1
4. **Factory recall for fuel tank shield protector.	No	CAPITAL NISSAN, Lanham, MD	09/15/2006	21,465	1
5. ** Customer states-check for vibrating from brakes. test drove and verified front brake judder. Found related TSB for repair (before: LF rotor 1.105, RF rotor 1.104)	No	CARMAX, White Marsh, MD	12/23/04	961	2

* Primary complaints

**Secondary complaints

If you need additional space, please attach a separate sheet of paper following the above outline.



Maryland Motor
Vehicle Administration
6601 Ritchie Highway, N.E.
Glen Burnie, Maryland 21062

REGISTRATION CERTIFICATE

TAG NUMBER

UNIT #

STICKER NUMBER

7322025

TITLE NUMBER

00211106

MAKE AND BODY STYLE OF VEHICLE

NISS TR

YEAR

CLASS

EXCEPT.

VEHICLE IDENTIFICATION NUMBER

4

4

N/A

JN8AZ08T04

GR. VEH. WT.

GR. COMB. WT.

FEE

EXPIRATION DATE

3700

4000/A

\$128.00

11/30/08

OWNER'S DRIVER LICENSE/SOUNDEX NO.

CO-OWNER'S DRIVER LICENSE/SOUNDEX NO.

NAME OF REGISTERED OWNER(S)

NEW CARROLLTON MD

IMPORTANT NOTICE:

Maryland Law requires this vehicle be insured at all times.

Tags must be returned PRIOR to any cancellation of insurance on this vehicle.

Failure to comply will result in suspension of registration and penalty of up to \$2,500 per vehicle, per year.

GEICO

Phone Number: 1-800-841-3000

MARYLAND

Policy Identification Card

Policy Number

Effective Date
07-09-06

Expiration Date
01-09-07

Year/Make/Model/Vehicle Identification Number

2004 NISSAN MRANOSL/SE JN8AZ08T04

Insured:

GOVERNMENT EMPLOYEES INSURANCE COMPANY
ONE GEICO BOULEVARD
FREDERICKSBURG, VA 22412-0003

Payoff Notification

CAF

CARmax[®]

_____ is paying off their loan with your company.

Their new lienholder information is as follows:

JUSTICE FEDERAL CREDIT UNION
5175 PARKSTONE DRIVE SUITE 200
CHANTILLY, VA 20151

Amount Owed: \$27,091.34

Amount of Payoff Check: \$27,091.34

Stock Number: 2455398

Sales Consultant: JAY MANLEY



Date of Purchase: 11/27/2004

November 27, 2006

MR WILLIAM BOSLEY
VICE PRESIDENT
GENERAL MANAGER, NISSAN DIVISION
PO BOX 4900
FENTON MO 63026-9908

Thank you so very much for the very attractive NISSAN promotion packet sent to me that states:

"Dear [REDACTED]

Because you've experienced how invigorating driving can be behind the wheel of a Nissan, we thought you'd appreciate an eye-opening look at our latest lineup-including five new models that incorporate the next generation of Nissan thinking..."

I admit the Nissan automobile corporation has created some very eye catching models. In fact, the Nissan Murano was so much of a head turner for me that I purchased a brand new 2004 Murano EX on November 27, 2004, from Carmax of White Marsh, Maryland. I fell head over heels for this sleek, dynamic-looking cross-over SUV that seemed to have set the standard that all the other carmakers have attempted to duplicate. But the Murano I bought was on the racks twice for major repairs within the first six months of the purchase date for things that were "defective" and I have often wondered how did this particular Nissan Murano get pass inspection and onto the sales floor? Talk about invigorating, the only thing to exceed "*how invigorating driving can be behind the wheel of a Nissan*" for me, has been the spike in my blood pressure from what I have experienced with my Nissan Murano thus far!

I am absolutely **MIFFED** by the hazards and inconvenience I have had to endure each time this Murano has stopped on me. I have been late to work; caught in rush hour traffic; stranded at night of which I even had to walk home from that point...and the latest episode of this Murano... in the repair shop for a "**defective transmission**".

I had it towed from a Nissan dealership (Dar-Kars Nissan, College Park, Maryland) because after **three** days they had not begun any service to the vehicle. I was told a certain disc was needed to properly diagnose the Murano and that the part had been ordered and was on the way from Nissan headquarters. On the fourth day the part had not arrived so, I paid to have the Murano towed to another dealership, Tischer Nissan of Laurel, Maryland, a dealership I had history with even though it was about ten additional miles further out from that point. In total, I was without the service of my Murano from October 27, to November 9, 2006.

I have kept all scheduled routine maintenance services for this SUV in a timely fashion and it just baffles me (as well as my family, friends and co-workers) to ask why there have been so many problems with a vehicle I purchased new. I realize man-made products are not perfect but most of the repairs on this SUV have been because of faulty and defective mechanical operations--- thank goodness for the 3-year 36,000-mile warranty. But are there actually *some* Nissan vehicles that go un-tested/un-examined before they are sent to market? Are there no safety precautions taken before consumers buy these products?

I mean no disrespect to the Nissan Corporation, for I truly **LOVE** the style of the Nissan Murano EX but, **this** particular Murano is an inferior product not worthy of the Nissan title and certainly not a part of Nissan's slogan "the next generation of Nissan thinking. SHIFT_2.0".

It would have to be one **WHOPPER** of a deal for me to even *think* about considering the purchase of another Nissan product at this point.

For safety's sake, in the immediate future I sincerely hope Nissan does a much better job of operational inspections of its new vehicles before releasing them to the consumers. Every Nissan dealership should implement a safety check of each and every Nissan product before every sale.

I feel compelled to pull my hair out at the roots, notify the Better Business Bureau, my Congressman, the Consumers Union Report, the Internet and anyone else who will listen and take heed of this catastrophe.

Yours truly,

[REDACTED]

[REDACTED]

New Carrollton MD [REDACTED]

Cc: Carmax Nissan of White Marsh - 10201 Philadelphia Rd - White Marsh, MD 21162

Cc: Consumers Union.org

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).