



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 ☐

23-JAN-2007

Reference No.
10179510

OWNER INFORMATION (Type or Print)

Name ☐
Address ☐
City FORDS State NJ Zip Code ☐
Daytime Telephone Number ☐
Evening Telephone Number ☐
E-mail Address ☐

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of a signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner ☐ Date 2/7/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1NSA2C8W64V ☐
Make NISSAN Model MURANO Model Year 2004
Date Purchased 01-SEP-04 Dealer's Name and Telephone Number DIFIL NISSAN
Original Owner ☒ Dealer's City JERSEY CITY State NJ Zip Code 07304
Engine: No: Cylinders 6 Fuel Type: Gas
Transmission Type ☒ Antilock Brakes Powertrain ALL WHEEL DRIVE
AUTOMATIC ☒ Cruise Control Vehicle Component Code 140000 AIR BAGS
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 08-NOV-2006 Failure Mileage 31500 Failure Speed 20 Front Passenger Curtain Side Airbag.

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 Failure Location: ☐ Prior Repair
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), injury(ies), and property damage.)
Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured 0 Number of Deaths 0 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 2004 NISSAN MURANO. WHILE DRIVING SHE NOTICED THAT THE AIR BAG AND SEAT BELT WARNING LIGHTS WERE ILLUMINATING AND THOUGHT THEY NEEDED TO BE RESET. THE VEHICLE HAD BEEN PARKED THAT ENTIRE DAY. A SMALL CRACK IN HER WINDOW UNINTENTIONALLY AND IT RAINED IN THE VEHICLE. WHILE DRIVING HOME AT A 25MPH THE PASSENGER'S SIDE AIR BAGS DEPLOYED UNEXPECTEDLY. THE DEALER STATED THAT WATER COULD HAVE GOTTEN INTO THE SENSORS AND CAUSED THE FAILURE. *AK VEHICLE NEVER IN A COLLISION/ACCIDENT/OR IMPACT SCENARIO AS STATED BY NISSAN'S OWNER'S MANUAL. THESE ARE THE INCIDENTS THAT WOULD TRIGGER THE INFLATION. Approach EZ pass lane

ATTACH ADDITIONAL SHEETS IF NECESSARY

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.
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.

To: US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th St SW
Washington, DC 20077-8214

From: [REDACTED] Case 10179510
[REDACTED]
Fords, N.J [REDACTED]

Can be reached at: [REDACTED]

COMMENTS: Nissan customer relations denied my request to replace at no charge.

Per my conversation with [REDACTED] this morning please see the accompanying documents concerning the safety of my Nissan Murano (2004).

I am seeking repurchase of my vehicle from Nissan. There have been 3 recalls on the VIN number associated with my vehicle. Although the repairs were done to cover the recalls, I am now concerned with the safety of the vehicle because of a more recent event. On Nov. 8, 2006 the passenger side curtain air bag exploded while I was driving. I took the vehicle back to the dealership where I leased it, Hudson One/Difeo Nissan, Jersey City, New Jersey, the next day Nov. 9, 2005. I was told that because I left the window *cracked* for ventilation, the water ignited the sensor. It rained heavy on that day. *"Had I vacuumed the car's carpet, would I have suffered the same fate?"* I am a single mom who values the safety of my son and I, and I am now uncomfortable with these events.

I felt the airbags should be replaced under the "Powertrain" warranty, as stated in the owner's manual. I was advised the airbags are not covered; Geico Insurance and I paid the bill. I was notified on January 11, 2007 that an additional computer had to be added to the bill. My car was ready Jan 12, 2007. After waiting for the Geico checks to clear, I was able to pick up my car Jan. 31, 2007. I pulled into Exxon gas station on the other side of the highway from Nissan to get gas, and the car would not restart and I was stranded until a Manager come over, checked the battery, supplied a charge, and lead me back to the dealership, where the battery was replaced.

Sixty four days without my vehicle and they did not know the battery was defective, I only possessed the car (new) since 9/04, accumulated 31,000 miles, the battery should not give out that quickly. *"What's the ordinary life of a battery?"* In addition, I still hear a rattling noise coming from the rear of the vehicle, which they supposedly checked and found nothing. As of today Feb. 7, 2007, I still hear the rattling.



NISSAN NORTH AMERICA, INC.
Consumer Affairs
P.O. Box 685003
Franklin, TN 37067-5003
Telephone: 1.800.647.7261

January 11, 2007

[REDACTED]
Fords, NJ [REDACTED]

RE: Date of Accident: November 8, 2006
Vehicle: 2004 Nissan Murano
VIN No: JN8AZ08W64W [REDACTED]

Dear [REDACTED]

Thank you for allowing us the opportunity to review the circumstances of your unfortunate accident. As you probably know, a detailed inspection of your vehicle with specific focus on the Air Bag Supplemental Restraint System (SRS) was performed on December 27, 2006.

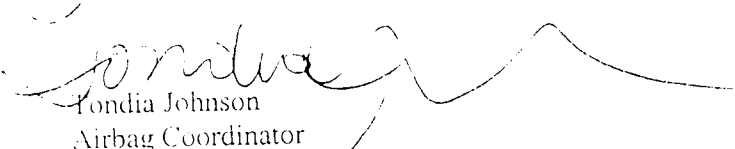
Air bags must be made so that they inflate fast enough in a severe accident. The speed at which an air bag inflates and then deflates is similar in all designs. Air bags are designed to inflate in less than 1/20 of a second. Unfortunately, because of the speed necessary for inflation, sometimes injury does occur. However, the overall utility of air bags outweighs their risk of injury.

Air bags are predictive. The signal which is sent to the sensor in some water undercarriage impact damage is very similar to the signal sent to the sensor in a moderate/severe frontal collision. Both diagnostic and visual checks confirmed that there was no evidence of a problem with the air bag or seat belt systems in your vehicle.

Although we are sorry to learn about your accident, Nissan has no basis on which to offer you assistance. This appears to be a matter which should be referred to your insurance company. Should any additional factual information become available, Nissan would be happy to reconsider the matter.

Thank you for allowing us the opportunity to review this matter and explain our position.

Sincerely,


Tondia Johnson
Airbag Coordinator
Nissan North America

There was
NO undercarriage
Nor any
Other impact
This car
has NEVER
been in
any type
of accident
before