

CL-1022259-7046

2008 MAR 27 AM 11: 29

**From:** [REDACTED]  
**Sent:** Tuesday, March 25, 2008 3:59 PM  
**To:** [REDACTED]  
**Subject:** FW: FW: 2005 Nissan Murano  
**Importance:** High  
**Attachments:** Photo 1.JPG; Photo 2.JPG

Hello [REDACTED],

I was given this consumer email back to me for what reason I do not no, but this is definitely a defect concern email question. I sent you the first email which is listed at the very bottom, please email me or call me when you get a chance in regards to this matter.

Thank you very much,  
 [REDACTED]

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**From:** [REDACTED]  
**Sent:** Tuesday, March 25, 2008 2:28 PM  
**To:** [REDACTED]  
**Subject:** FW: FW: 2005 Nissan Murano  
**Importance:** High

Sorry I had to break the e-mail down it was returned as to large...

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**From:** [REDACTED]  
**Sent:** Tuesday, March 25, 2008 11:16 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: 2005 Nissan Murano  
**Importance:** High

Hello,

My name is [REDACTED] and I am [REDACTED] husband and can give you any information that you may need.

I just spoke with a [REDACTED] at the NHTSA and she had me file a complaint pertaining to this matter. The file number that she gave me is NHTSA # 1022259

After reviewing the complaints on the NHSTA website I have found as many as 15 other complaints on this exact issue on the 2005 Nissan Murano alone.

The issue with the Front Driver Side Seat of our 2005 Nissan Murano is also covered under a Nissan Technical Service Bulletin which the classification number is BT05-12c and the reference number is NTB05-043c.

On March 4, 2008 [REDACTED] was driving to work and while navigating a left hand turn the drivers side seat suddenly tilted to the left causing her to lean against the door and bump her head on the drivers side window. The sudden shift also caused an injury to her lower back that she has been getting treatment from a chiropractor for. Luckily

3/27/2008

AA  
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KB

was able to keep control of the vehicle and this did not cause an accident.

Upon contacting the dealership about this matter, [REDACTED] was told that there were no recalls pertaining to any seat issues with our vehicle. At which time she contacted Nissan Consumer Affairs and was given file number 6067681 as a reference and told to take the vehicle to a dealership for inspection. We took the vehicle to Raceway Nissan in Riverside, CA where we purchased the vehicle and spoke with the service writer who had the shop foreman come out and take a quick look at the Driver Seat. With one quick look the foreman informed the service writer that the vehicle could not be driven safely and that he would need to take it in the back for inspection. After

Inspection. After inspecting the vehicle I asked the foreman if the cause of the problem was the same issue that is highlighted in the TSB which I had a printed copy of. He looked at the copy and informed me that it was the same exact thing.

The Nissan dealership contacted Nissan North America and asked that the item be repaired under their goodwill policy and was turned down. They then escalated the issue to a regional representative who I was told would get back to me in 24 hrs. I was finally contacted almost 48 hours later at which time I was told that they would not cover the repair. I asked to speak to that person's supervisor and proceeded to get the run around for the next 7 days by which time the parts had come in and the repair made, we picked up the vehicle on Friday March 14, 2008

The part that caused the issue was not a weld breaking as my wife had explained in her previous e-mail but the actual bracket shearing due to what I believe is a manufactures design flaw. The part in question is Nissan Part Number 87473-CA00A which is listed as the Lifter Link Assembly RR-LH. As you can see in the attached photos the two small tabs where the bracket broke are supposed to hold up the entire left rear portion of the seat. This bracket runs side to side and broke on the left hand side of the bracket.

Photo 1 shows the bracket being held in position.

Photo 2 shows the bracket separated at two points.

Photo 3 shows same as photo 2.

Photo 4 shows how the seat mount pivots to the rear after the breakage allowing the seat to tilt to the left.

If you need any other information please feel free to contact me at the numbers below or through e-mail.

Thanks you for your assistance in this matter, I believe that it is only a matter of time before this problem causes an accident that may result in serious injury or death if it hasn't already.

Moreno Valley, CA

Office  
Fax  
Cell

**From:** [REDACTED]  
**Sent:** Tuesday, March 25, 2008 7:47 AM

3/27/2008

**To:** [REDACTED]  
**Subject:** RE: 2005 Nissan Murano

We have the entire under frame of the driver side seat that they replaced. It looks as though one of the welds on the left side sheered off and snapped. This happened while driving. Nissan North America would not cover this or the rental car.

I was without my Murano for 9 days and the repair was very costly on the vehicle. They said the entire frame needed to be replaced, and that the part that broke could not be ordered separately. Since my husband is able to get parts at wholesale, Nissan agreed to let us get the part at the discounted rate. Still it was \$656.00 for the new frame and \$350.00 in car rental. Nissan said that this was not a safety issue and therefore not covered by them. I can take some pictures of the broken part if needed and send them to you?

[REDACTED]  
Direct [REDACTED]  
Fax [REDACTED]

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**From:** [REDACTED]  
**Sent:** Tuesday, March 25, 2008 6:05 AM  
**To:** [REDACTED]  
**Subject:** RE: 2005 Nissan Murano

Hello [REDACTED]  
Are you referring to the driver side seat? Could you please let me know exactly what problem you are experiencing with your vehicle, because I believe it is a defect with your vehicle. Please email me back as soon as possible in regards to this matter.  
Thank you for your continued interest in our program.

NCAP  
[www.safercar.gov](http://www.safercar.gov)  
1-888-DASH-2-DOT

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**From:** [REDACTED]  
**Sent:** Thursday, March 06, 2008 7:58 PM  
**To:** [REDACTED]  
**Subject:** 2005 Nissan Murano  
**Importance:** High

In the crash tests of the 05 Murano, did you encounter the failing of the driver side mounting brackets?

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