

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Form Approved: O.M.B. No. 2127-0008

 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 OCT 27 2011 29-SEP-2011		Repository ☐ Reference No. 10427943	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State		Zip Code			
LAUREL		MD					
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).							
VEHICLE INFORMATION							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model	
JN8AZ08W75V				NISSAN		MURANO	
Date Purchased		Dealer's Name and Telephone Number				Model Year	
09/08		HERB GORDON NISSAN 877-416 8238				2005	
Original Owner		Dealer's City		State		Zip Code	
☐							
Transmission Type		Antilock Brakes		Powertrain		Multiple Failure:	
		☐ Cruise Control				Incident Date(s)	
						28-SEP-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 220000 SEATS						Failure Mileage	
						60000	
						Failure Speed	
						20	
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: DOTM9ABC036)		☐ 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		Fire		Number of Persons Injured		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No				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 2005 NISSAN MURANO. THE CONTACT STATED THAT WHILE MAKING A SLIGHT TURN AT 20 MPH, THE FRONT DRIVERS SEAT SHIFTED TO THE LEFT IN A ROCKING MOTION. THE CONTACT MANEUVERED TO THE SIDE OF THE ROAD AND THEN RESUMED DRIVING WITH CAUTION. THE VEHICLE HAD NOT BEEN REPAIRED, BUT THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 60,000. MAYBE 65000 =							
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.							

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

Almost three wks after reporting incident to Nissan Corporate division. I was declined by them to fix the problem stating that my vehicle was not under warranty anymore. So it would be on me to fix it.

I have looked up on the internet and say that this is a big problem with the Nissan Murano, unless a fatality happens. It seems like Nissan will not fix recall the Murano for this issue or if your car is under warranty the will pay.

ATTACH ADDITIONAL SHEETS IF NECESSARY

I was declined by Julie @ Nissan Corporate 1800-343-6913 X 457215 I asked for it in writing still have not receive anything from Nissan just verbally.

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

CAPITAL DISTRICT 207

24 OCT 2011 PM 2 T

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
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



safecar.gov

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



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

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



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

COMPLAINT

CAUSE

CORRECTION

COMPLAINT

CAUSE

CORRECTION

COMPLAINT

CAUSE

CORRECTION

COMPLAINT

CAUSE

CORRECTION

COMPLAINT

CAUSE

CORRECTION

COMPLAINT

CAUSE

CORRECTION

COMMENTS

RENTAL

SUBLET FOWING

BRAKE SPECS
COMMENTS

LT

RF

MANAGER'S
APPROVALRO
PUNCH TIME

IN

DATE

OUT

DEDUCTIBLE

AUTHORIZATION NO.

LR

R.R.

INITIALS

ACTUAL
REPAIR TIME

IN

ACTUAL
REPAIR TIME

OUT

DRIVERS SPOT

87450 CAPM

COD- 118364
WTY- 927.13

AM 8.0 SEP30'11

DRIVERS SEAT FRAME BUCKLE

REPLACE DRIVERS SEAT FRAME

SIDE COVER

PASSENGER SEAT FRAME SIDE COVER

REPLACE SIDE COVER (4 SMALL CLIPS)

MULTI

request

complete

Exp Oil change

request

Complete

tire inop

request

Complete

rotate tires

request

Complete

2000

4307

19 95

877-4188290

A4

green

FAT
8/30 8/30near
8/22 2/22