

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

EQ-10462434-6171

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Johnson, Lajuan CTR \(NHTSA\)](#)
Subject: FW: OWNER'S QUESTIONNAIRE & REPAIR INVOICE / REF # 10462434
Date: Wednesday, July 11, 2012 11:43:48 AM
Attachments: [SKMBT_36312071109540.pdf](#)

From: On Behalf Of DataQuality, DataQuality (NHTSA)
Sent: Wednesday, July 11, 2012 11:29 AM
To: (NHTSA)
Subject: FW: OWNER'S QUESTIONNAIRE & REPAIR INVOICE / REF # 10462434

From: [REDACTED] [1](#)
Sent: Wednesday, July 11, 2012 11:06 AM
To: DataQuality, DataQuality (NHTSA)
Subject: FW: OWNER'S QUESTIONNAIRE & REPAIR INVOICE / REF # 10462434

[REDACTED]
Warranty Administrator

GEA Refrigeration Technologies
GEA Refrigeration North America, Inc.
Service/Warranty

[REDACTED]
Mobile:
[REDACTED]
[REDACTED]

3475 Board Rd., York, PA 17406 USA

U.S. Department
of TransportationNational 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

20-JUN-2012

Repository ☐Reference No.
10462434**OWNER INFORMATION (Type or Print)**

Name

Address

City

MANCHESTER

State

PA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

JN8AZ08W85W

Make

NISSAN

Model

MURANO

Model Year

2005

Date Purchased

12/2004

Dealer's Name and Telephone Number

YORK NISSAN 717-755-9504

Engine:

No: Cylinders

6

Fuel Type:

PREM.

Original Owner

☒

Dealer's City

YORK

State

PA

Zip Code

1702

Transmission Type

CVT

☒ Antilock Brakes☒ Cruise Control

Powertrain

Multiple Failure:

NOT YET

Incident Date(s)

28-APR-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY

Failure Mileage

67000

Failure Speed

0

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

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 2005 NISSAN MURANO. THE CONTACT STATED THAT WHILE PARKED, THE DRIVER ATTEMPTED TO OPEN THE FRONT PASSENGER DOOR USING THE ELECTRONIC DOOR LOCK BUT THE DOOR WOULD NOT OPEN. THE DOOR WOULD ONLY OPEN MANUALLY. THE CONTACT REPLACED THE BATTERY ON THE KEY FOB, BUT THE FAILURE CONTINUED. THE VEHICLE WAS NOT TAKEN TO THE DEALER FOR A DIAGNOSTIC TEST. THE DEALER WAS MADE AWARE OF THE FAILURE. THE CONTACT BELIEVED THAT THE ACTUATOR WOULD HAVE TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 67,000.

ACTUATOR REPLACED 6/29/12 BY DEALER
 INVOICE ATTACHED

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.



APPLE NISSAN



1510 Whiteford Road - York, PA 17402

Phone: (717) 755-9504 - Toll Free: 1-800-967-5647

Fax: (717) 757-9470

www.Apple-Nissan.com

SERVICE DEPARTMENT HOURS

7:00 a.m. to 5:00 p.m.

Monday - Friday

7:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	R/O Number
6/29/12	6029540/1
R/O Close Date	Status
6/29/12	Pre-Invoice
Mileage In	Mileage Out
70937	70937
Service Advisor / Tag #	
Elliott Butts	
Vehicle Identification Number	
JN8AZ08W85W	
Delivery Date	In-Service Date
12/14/04	
Color	License Number
MERLOT	

AMAZON

MANCHESTER, PA

Year	Make	Model	Work Phone	Home Phone	Body
2005	NISSAN	MURANO			
15279					

DESCRIPTION OF SERVICE AND PARTS

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - NOP: MISC	
INSTALL SOP PASS FRONT DOOR LOCK ACTUATOR	
\$298-P, \$200-L	
Caused by	
R&R DOOR PANEL, REPLACE PASS FRONT DOOR LOCK	
ACTUATOR. APPLIED OWNER 10% OFF COUPON	
Work performed by JOSHUA MEHRING (642)	
Installed 80500-CB81A :LOCK & REMOTE C	200.00
Sub Total: 498.25	298.25
Variable	-49.82

Total Fees Amount

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

***** IMPORTANT *****

You may receive a questionnaire from the manufacturer in the next few days. If for any reason you cannot grade us "Excellent" please contact our Service Manager at (717) 755-9504.

THANK YOU.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	200.00
PARTS	298.25
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	26.91
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-49.82
TOTAL DUE	475.34