

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		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 JUL 10 2013 30-MAY-2013		Repository ☐ Reference No. 10514299	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number		E-mail Address	
Name				[REDACTED]			
Address				[REDACTED]			
City		State		Zip Code		Evening Telephone Number	
LENEXA		KS		[REDACTED]		6 11	
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	
JN8AZ08T55W [REDACTED]				NISSAN		MURANO	
Date Purchased		Dealer's Name and Telephone Number				Model Year	
April 08		McCarthy Nissan				2005	
Original Owner		Dealer's City		State		Fuel Type:	
☐		Olathe		KS		6	
Transmission Type		Antilock Brakes		Powertrain		Multiple Failure:	
CVT		☒				Incident Date(s)	
		☐				28-MAY-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 220000 SEATS						Failure Mileage	
						80000	
						X/A	
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), Crash(es), and injury(ies).)							
Crash		Fire		Number of Persons Injured		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No		0		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 THE LIFT BAR ON THE DRIVER'S FRONT POWER SEAT FRACTURED AND THE SEAT BECAME WOBBLY. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT CONTACTED ABOUT THE FAILURE. THE FAILURE MILEAGE WAS 80,000.							
Did have to repair on 6-7-13 as the broken seat was uneven and was leading to back pain Total charge was 536.37 - See attached. Not sure if seat safety was compromised but certainly could have been. Appears to be a							
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.							

Murano problem per the internet,



HENDRICK NISSAN

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MERRIAM, KANSAS 66202

PHONE

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Service: 913-261-1170

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CUSTOMER NO. 22963		ADVISOR DARRELL W WATKINS		TAG NO. 4023 394		INVOICE DATE 06/07/13		INVOICE NO. NICS23350	
LENEXA, KS		LABOR RATE		LICENSE NO.		MILEAGE 83,267		COLOR BLUE/	
		YEAR / MAKE / MODEL 05/NISSAN TRUCK/MURANO/4DR S FWD V6		VEHICLE I.D. NO. J N 8 A Z 0 8 T 5 5 W		DELIVERY DATE		DELIVERY MILES	
RESIDENCE PHONE		BUSINESS PHONE		P.O. NO.		R.O. DATE 06/05/13		PRODUCTION DATE	
COMMENTS									

MO: 83267

JOB# 1 CHARGES

LABOR J# 1 16NIZ ACCESSORIES TECH(S):4010 275.00
DRIVERS SEAT ROCKING WELD BROKE
LEFT SIDE SEAT WELDS BROKE
REPLACED LEFT SIDE DRIVERS SEAT LINKS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	87458-CA08A	LINK ASSY - FR	120.44	120.44
	1	87473-CA01A	LINK ASSY-RR LT	140.90	140.90
TOTAL - PARTS					261.34

JOB# 1 TOTALS 275.00
LABOR 275.00
PARTS 261.34

JOB# 2 CHARGES

LABOR J# 2 55NIZINSP INSPECTION TECH(S):4010 0.00
NISSAN MULTI POINT INSPECTION
COMPLETE INSPECTION
COMPLETED NISSAN MULTI-POINT INSPECTION

JOB# 2 TOTALS 0.00

JOB# 3 CHARGES

LABOR J# 3+09NIZ1 SUSPENSION CONCERN#1 TECH(S):4010 165.00
Added Operation (SNKDWATKINS @ 06/06/2013 08:15)
RIGHT FRONT LOWER CONTROL ARM (BALL JOINT LOOSE)
REPLACED RIGHT LOWER CONTROL ARM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	54500-CC40E	LINK COMPL-TRAN	244.62	244.62
TOTAL - PARTS					244.62

JOB# 3 TOTALS 165.00
LABOR 165.00
PARTS 244.62

JOB# 4 CHARGES

LABOR J# 4+01NIZ-05 4 WHEEL ALIGNMENT TECH(S):4010 89.95
Added Operation (SNKDWATKINS @ 06/06/2013 08:16)
COMPLETE 4 WHEEL THRUST ANGLE ALIGNMENT WITH BEFORE AND
AFTER SPECIFICATIONS
PERFORMED 4 WHEEL ALIGNMENT

JOB# 4 TOTALS 89.95

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 536.34

JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL 0.00

JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL 409.62

Service Charge. The Service Charge defrays Dealer's overhead costs, including, but not limited to, shop supplies, employee safety measures and training, and waste disposal and handling. The Service Charge may include Dealer profit. Not all transactions will cause Dealer to incur all of the costs defrayed by the Service Charge. The Service Charge is not a government-required fee.

As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing below, you give this Dealership **PERMISSION** to contact you (either personally, via text messages or with prerecorded telemarketing messages) at the telephone numbers (which may include wireless phone numbers), fax number and/or e-mail address listed. This **AUTHORIZATION** allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.

☐ Please do not contact me as provided above.

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer.