

| | | | |
|--|--|--|--------------------------------|
| INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline | | FOR AGENCY USE ONLY 100148 | |
| 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 | |
| Date Received 19-JUN-2013 | | Repository <input type="checkbox"/> Reference No. 10520662 | |
| Daytime Telephone Number [Redacted] | | E-mail Address [Redacted] | |
| Evening Telephone Number [Redacted] | | | |
| OWNER INFORMATION (Type or Print) | | | |
| Name | | [Redacted] | |
| Address | | [Redacted] | |
| City | OSAGE BEACH | State | MO |
| Zip Code | [Redacted] | | |
| 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 JN8AZ1MW2CW [Redacted] | | Make NISSAN | Model MURANO |
| | | Model Year 2012 | |
| Date Purchased | Dealer's Name and Telephone Number | | Engine: |
| 12-17-2012 | Corwin Nissan | | No: Cylinders |
| Original Owner | Dealer's City | State | Zip Code |
| <input type="checkbox"/> | Jefferson City | MO | 65109 |
| Transmission Type | <input checked="" type="checkbox"/> Antilock Brakes | Powertrain | Multiple Failure: |
| Auto | <input checked="" type="checkbox"/> Cruise Control | ALL wheel | Incident Date(s) |
| | | | 18-JUN-2013 |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | |
| Vehicle Component Code: 110000 ELECTRICAL SYSTEM Faulty Radio AMP RINGOAA woofer Amplifier | | Failure Mileage 9000 | Failure Speed 70 |
| 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) | <input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | 1 | 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 2012 NISSAN MURANO. THE CONTACT STATED THAT WHILE DRIVING A 70 MPH, AN ABNORMAL NOISE WAS HEARD FROM THE DASHBOARD AREA. THE VEHICLE WAS SHUT OFF AN RESTARTED BUT THE NOISE CONTINUED. THE VEHICLE WAS TAKEN TO THE DEALER, WHO WAS UNABLE TO DETERMINE THE CAUSE OF THE FAILURE. THE DEALER STATED THAT CERTAIN PARTS NEEDED TO BE REPLACED BUT THE CONTACT WAS NOT AWARE OF WHAT PARTS NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 9,000. | | | |
| owner now has permanent damage to hearing [Redacted] | | | |
| 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 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. | | | |

On June 17, 2013 I was leaving St. Louis driving home to Osage Beach, right around the area in Wright City the car started making a weird noise [like the speaker wire was coming loose] it started getting louder and louder, I thought it was going to blow up. I turned the stereo off and the AC off, thinking that it would stop but it did not it just kept on ringing and ringing, I did not know what to do so I took the next exit and pulled over and turned off the car and waited a couple of minutes and started the car back up, no ringing, put the car in drive and the the ringing started back up again and it got louder and louder and louder. I opened up the windows and the sun roof to muffer out the ringing but it did not help. On June 17, 2013 I was leaving St. Louis driving home to Osage Beach, right around the area in Wright City the car started making a weird noise [like the speaker wire was coming loose] it started getting louder and louder, I thought it was going to blow up. I turned the stereo off and the AC off, thinking that it would stop but it did not it just kept on ringing and ringing, I did not know what to do so I took the next exit and pulled over and turned off the car and waited a couple of minutes and started the car back up, no ringing, put the car in drive and the the ringing started back up again and it got louder and louder and louder. I opened up the windows and the sun roof to muffer out the ringing but it did not help. Not sure what to do I kept on driving hoping that the ringing would stop. I took the Kingdom City exit and pulled over at a gas station next to Arby's, I figured that would be a good place to turn the car off, pump gas and let the car rest a little and hoping that the ringing would stop. Meanwhile I called the Nissan Dealer and spoke to someone in the maintenance department and told the gentleman what is going on and told him that i am on my way home and that I am stopping by there for them to take a look at the car and find out what the problem is. I arrived at the Nissan dealer in Jefferson City (CORWIN) about 3.00pm and pulled right in the service area, once I put the car in park I opened the door so the workers in the area heard the ringing, I opened the door and asked the guy at the counter if he hears this ringing and he said yes that it was very loud, I told him that I drove with the ringing for about 45 minutes or more, all the workers that was in the service area came over to the car, this one gentleman said that he also heard it as I was pulling the bay area and also said that he recoginses the car because he has seen it there before for other issues. The gentleman apoligizes to me for having to listen to that and said he is not sure he could of with stood that ringing. There was a another gentlemen that came over and said that he heard that and was not sure what could be causing it, but has never heard anything like that. He started the car up, no ringing puts the car in drive and it started to ring again, he takes the car to the service bay area. I was asked to go a sit in the lounge area and that they will be with me in about 15 minutes. I waited and called my husband to let him know what was going on, they came out and told me that they will have to take the dashboard apart, that it take longer than expexted. The gentleman said that they have diconnect the wire to the stereo system, meaning that I will not have A/C nor music. They have to order the part for it and that it will take about three or four days to get here. I met the supervisor of the service area and he stated that he has never heard anything like that before and that he apoligise to me for having to experience that and having to listen to the ringing. I told him that I have a headache and that I need to get home. He said that he will try and get me a rental car. I did not leave until 6.00pm.

Got home the ringing gave me such a headach, took some Aleve and turned the TV on, the ringing wasn't so bad I get up and go to bathroom and the ringing was so bad, it just would not go away. It seems that when I was in a room that was quiet the ringing got louder and louder, no stopping. That night I slep with the TV on and still did not sleep well.

On tuesday June 18, I woke up to a headach and the ringing in my ears. Did not feel good at all. In the afternoon ringing in the ears and feeling ligh headed , tonight ringing in the ears, driving me crazy, again slept with the TV on and still did not sleep well.

Wednesday June 19th woke up with a headach, ringing in the ears and not feeling good, so I decided to drive to VA hospital in columbia it took a hour to get, went to ER and waited, seen the doctor in ER, was told that i have fluid in both ears and was given amox 500mg, 30 count to take for 10 days and if I don't start feeling better in 2 days to call my doctor. Medication making me tired. Ringing in the ears still, hoping to get some sleep.

Thursday, June 20th woke up tired from the medication, ringing in both ears still and a bad headache. A nurse from Osage Beach clinic called to see how I was doing, told her that I still have ringing in the ears and that when I bend over that I get light headed. She told me to continue on taking my medication and if the ringing still continues to call the office in 2 days.

Friday, June 21st woke up tired, ringing in the ears still. Seems like the medication is working, sinus infection seems to clear up but the ringing is louder and louder and still have bad headaches. Called the VA hospital to let them know that I still have ringing in both ears and still get bad headaches. The nurse from VA clinic in Osage Beach called me to see how I was doing, I told her that I still have rining in the ears and that I get bad headaches and that I am having a hard time sleeping. I told her that when I watch TV that the ringing is not bad but when I go to another room the rining get loud and louder, sometimes it feels like my head wants to explode. The nurse told me to call Monday if the ringing i still there or I don't feel any better.

Saturday, June 22nd another day of ringing in the ears, sometimes getting louder and louder. When watching TV, I still hear the ringing and it gets louder when I step into another room or when I turn the TV down. Not happy at all.

Sunday, June 23rd another day of ringing in the ears. Driving me crazy.

Monday, June 24th, ringing in the ears still. Feeling sick to my stomach, medicine? Feeling lightheaded.

Tuesday June 25th, still ringing in the ears. Called Va and complained about the ringing in the ears.

Wednesday June 26th, still ringing and gets louder. Dr. Carters nurse called to see how I was doing and I told her that the ringing is still there and that it was drivig me crazy. She told to try chewing gum also rinse my nose with nasal spray. Call in a couple of days if the ringing still continues.

Thursday June 27th, ringing in the ears, every now and then it gets louder. Getting headaches.

Friday June 28th, another day of ringing in the ears. With the TV on I can still hear the ringing, I go to another room and the ringing gets louder.

Saturday June 29th, another day of ringing in the ears.

Received a letter letting me know that I have an appointment for a Audiogram on August 30th, 2013 at 10.00am.

Still ringing in the ears.

According to the Consulation report that I received on August 6,2013 that Hopewell Leann Bridget noted the symstoms are: tinnitus for 1 month after significant noise exposure. Otomicroscopy exam by ENT completely normal. Needs audiogram.

sensorineural hearing loss bilaterally.

There is no audiogram for comparison, but based on her report of her auditory sensitivity prior to the stereo speaker malfunction, her hearing was definitely impacted by the piercing noise of the speakers in her car. She notices since June that it sounds like everyone is mumbling, and she cannot understand speech in adverse listening conditions.

We discussed that hearing loss is likely stable and permanent and that hearing aids are the recommended treatment.


Hearing Aids are recommended.

Dr. Christina Gash ordered BTE's in color P3 Sandelwood color with #1 length tubing size (using Phonak measurement tool).

I had went to Jefferson City VA to pick up my hearing aids and be fitted. Got tested and I could hear my hair move and everthing seemed so much clearer.

This letter is written to my best knowledge of what happened to me.

Sincerely,

[Handwritten signature]


To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.

CUSTOMER #: 429952

111323

Corwin | Nissan

JEFFERSON CITY

INVOICE

3219 Missouri Blvd., Jefferson City, MO 65109
(573) 893-7767 · (800) 927-7729
www.nissanjeffcity.com

OSAGE BEACH, MO

DUPLICATE 1
PAGE 1

HOME [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3291 CHRISTOPHER L REINKE

| | | | | | | | |
|-------------|------------|----------------------------|------------------------|---------|----------------|---------|-----------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
| PEARL WHIT | 12 | NISSAN MURANO | JN8AZ1MW2CW [REDACTED] | | 10078/10092 | T964 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 17DEC12 DD | | | WAIT 25JUN13 | | | CASH | 25JUN13 |
| R.O. OPENED | READY | OPTIONS: STK: 7 [REDACTED] | | | | | |
| 17JUN13 | 25JUN13 | | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A CUSTOMER STATES WHEN VEHICLE IS ON THE SPEAKERS EMIT STATIAT A VERY HIGH VOLUME EVEN IF RADIO IS OFF, OR MUTED,
 CAUSE: FAULTY RADIO AMP
 RN60AA RPL WOOFER AMPLIFIER (NON-REMANUFCTRD) (N/C)
 366 W
 1 28060-1TJ0A AMP ASMY-SPEAKE (N/C)
 RN9999 ADDITIONAL TIME TO DIAGNOS RADIO RECEPTION
 PROBLEM (N/C)
 366 W
 FC: HB32
 PART#: 280601TJ0A
 COUNT:
 CLAIM TYPE: PP
 AUTH CODE:

SUBL SUBLET TO ENTERPRISE FOR 9 DAYS OF RENTAL (N/C)
 W

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 10078 FAULTY RADIO AMPLIFIER SWAPPED RADIO WITH KNOWN GOOD- RADIO STILL HAD LOUD STATIC, SWAPPED AMPLIFIER WITH KNOWN GOOD AND STATIC STOPPED, REPLACED AMPLIFIER AND RADIO NO LONGER HAS LOUD STATIC COMING FROM SPEAKERS-- OLD RADIO AMPLIFIER PART# IS 280601TJ0A- SERIAL # 344448001051922-11334171- NEW AMPLIFIER PART# 280601TJ0A- SERIAL# 34448001116094-12245171

B CUSTOMER STATES THE GAP BETWEEN RIGHT SIDE AND LEFT SIDE OF CLOSED TAILGATE IS DIFFERENT SIZED
 BODY SUBLET TO FISCHER AUTO BODY TO ADJUSTED REAR HATCH TO MAKE BODY LINES MATCH UP BETTER (N/C)
 366 IH

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 10078 REAR HATCH OUT OF ADJUSTMENT SUBLET TO FISCHER AUTO BODY AND ADJUSTED REAR HATCH SO BOTH SIDE BODY LINE MATCH UP BETTER.

*Thank You!
for allowing us to service
your vehicle*

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC. CHARGES | |
| TOTAL CHARGES | |
| LESS | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

CUSTOMER SIGNATURE

Subject: New 2012 Murano

From: [REDACTED]

To: nissan-ir@mail.nissan.co.jp;

Date: Wednesday, July 17, 2013 3:47 PM

- 1) Nissan Murano purchased New in December 2012
- 2) Since purchased we have driven over 1200 miles to the dealer ship for repairs.
- 3) Have spent numerous days in a rental car.
- 4) The Vehicle has been in for alignment 4 times for pulling to the left acknowledged by Dealer and had to be aligned each time and is currently beginning to pull to the left again.
- 5) The vehicle Has been in for noise numerous times coming from doors and windows which the dealership acknowledged and responded buy attempting to adjust doors and hatch back and now having some difficulty closing along with noise continuing.
- 6) Then there is the paint it does not match there is not one section on that vehicle that matches this also being acknowledged by the dealer and the paint company of which Nissan authorized to try and fix the paint color. To date the paint on our New 2012 Murano Purchased only 6 months ago That is supposed to have a warranty does not match ?.
- 7) finally there's the malfunction of the amplifier for the stereo system which could not be turned off due to the way its wired(According to the dealer ship) and caused injury to my wife's ears with a continuing ringing in the ear and appears at this time permanent damage is possible. The dealer had to replace the amplifier. I have taken picture's of the failed amplifier that was replaced and have asked the dealership not to discard the amplifier a report has been filed with the U.S Department OF Transportation National Highway Traffic Safety Administration.

This all happened in the first 6 month of us owning Nissans NEW 2012 Murano.

In regards to my wife. It concerns me that not once has anyone ever asked from Nissan how she's doing.

As for the specialist Thomas Tejada you sent to meet me. I did not quite understand what he was there for. Meaning, while in my vehical during the time I guess he was supposed to be listening to sounds of noise he was texting back and forth to some one and was telling me about how there was another accident in front of his house and how it happens quite often. I guess that's his way of listening for problems . One thing he did he did is go around the vehical after the drive and was pressing on all the doors as if to see if that's where to noise was coming from. He acknowledge that there was noise (which he conveniently failed to put in his report) and that he needed to drive another Murano to compare but there was none available . He also acknowledged that the paint did not match and that paint determination would have to be made by FOM ?

JMV DEVELOPMENT & BUILDING COMPANY

[REDACTED] Osage Beach Mo. [REDACTED]

Phone [REDACTED]

Email: [REDACTED]

NOTICE OF CONFIDENTIALITY

This e-mail and any attachments may contain confidential and privileged information. If you are not the intended recipient, please notify the sender immediately by return e-mail, delete this e-mail and destroy any copies. Any dissemination or use of this information by a person other than the intended recipient is unauthorized and may be illegal. Unless otherwise stated, opinions expressed in this e-mail are those of the author and not endorsed by the author's employer, contractor or client. This information may not be used without the expressed permission of the author in writing.

Subject: RE: 2012 Murano / JN8AZ1MW2CW [REDACTED]
From: Mathis, Angie (EXTERNAL) (Angie.Mathis@nissan-usa.com)
To: [REDACTED]
Date: Monday, July 15, 2013 2:57 PM

[REDACTED]

I received information from our Specialist who test drove the vehicle and advised is operating as designed. Unfortunately, NNA is unable to repurchase or replace the vehicle at this time.

Thank you,

Angie MATHIS

Dispute Resolution Team

Arbitration Specialist I

Nissan North America, Inc.

One Nissan Way

Franklin, TN 37067 USA

Phone: +1.615.725.7459

Fax: +1.615.984.5050

Email: angie.mathis@nissan-usa.com



From: Mathis, Angie (EXTERNAL)
Sent: Monday, July 08, 2013 10:46 AM

To: Jmv Development
Subject: RE: 2012 Murano / JN8AZ1MW2CW [REDACTED]

[REDACTED]

Thank you. This has been confirmed with the dealership and Specialist. You will be meeting with Thomas Tejada in the service department.

Thank you,

Angie MATHIS

Dispute Resolution Team
Arbitration Specialist I

Nissan North America, Inc.

One Nissan Way

Franklin, TN 37067 USA

Phone: +1.615.725.7459

Fax: +1.615.984.5050

Email: angie.mathis@nissan-usa.com



From: [REDACTED]
Sent: Wednesday, July 03, 2013 1:31 PM
To: Mathis, Angie (EXTERNAL)
Subject: Re: 2012 Murano / JN8AZ1MW2CW [REDACTED]

Yes .

JMV DEVELOPMENT & BUILDING COMPANY

[Redacted] Osage Beach Mo. [Redacted]

Phone [Redacted]

Email: [Redacted]

NOTICE OF CONFIDENTIALITY

This e-mail and any attachments may contain confidential and privileged information. If you are not the intended recipient, please notify the sender immediately by return e-mail, delete this e-mail and destroy any copies. Any dissemination or use of this information by a person other than the intended recipient is unauthorized and may be illegal. Unless otherwise stated, opinions expressed in this e-mail are those of the author and not endorsed by the author's employer, contractor or client. This information may not be used without the expressed permission of the author in writing.

From: "Mathis, Angie (EXTERNAL)" <Angie.Mathis@nissan-usa.com>

To: [Redacted]

Sent: Wednesday, July 3, 2013 9:40 AM

Subject: 2012 Murano / JN8AZ1MW2CW [Redacted]

[Redacted]

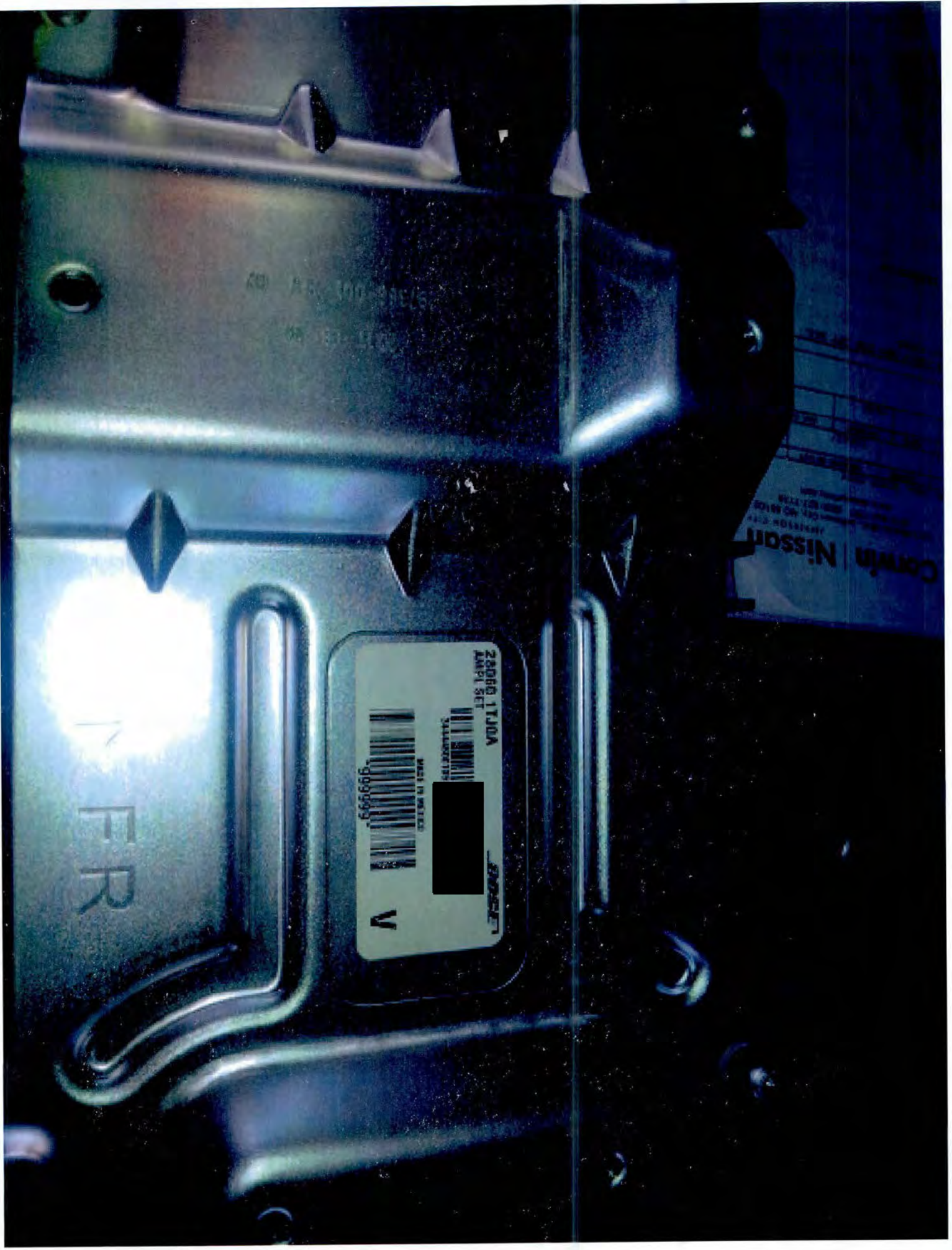
Would you be available to meet the Specialist at Corwin Nissan on July 11 at 8:30?

Please advise.

Thank you,

Angie MATHIS
Dispute Resolution Team
Arbitration Specialist 1
Nissan North America, Inc.
One Nissan Way
Franklin, TN 37067 USA
Phone: +1.615.725.7459
Fax: +1.615.984.5050
Email: angie.mathis@nissan-usa.com

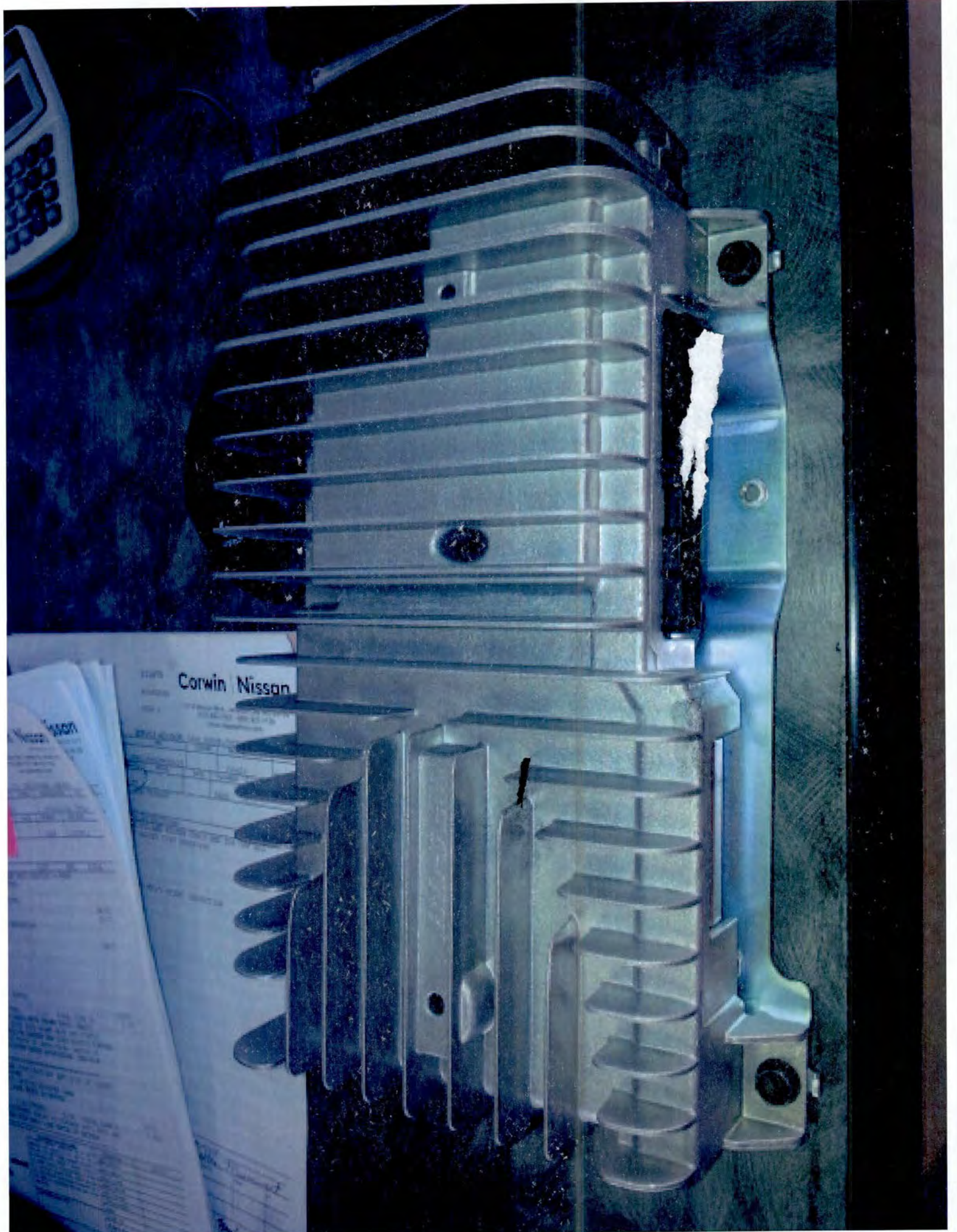




20080 11J0A
AMPH SET
MADE IN CHINA
9099999
BOSCH
W

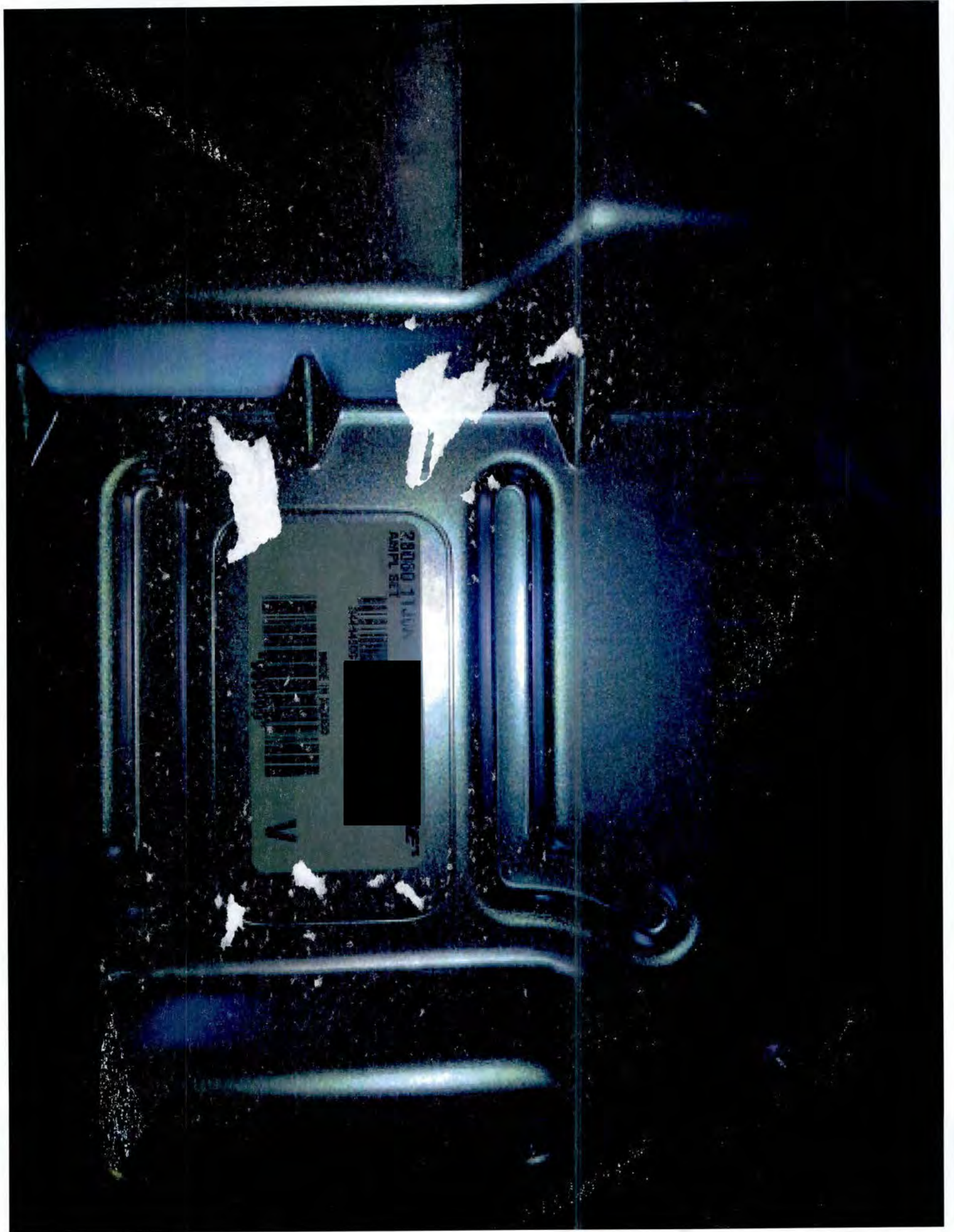
FR

Corwin Nissan
AMPH SET
9099999

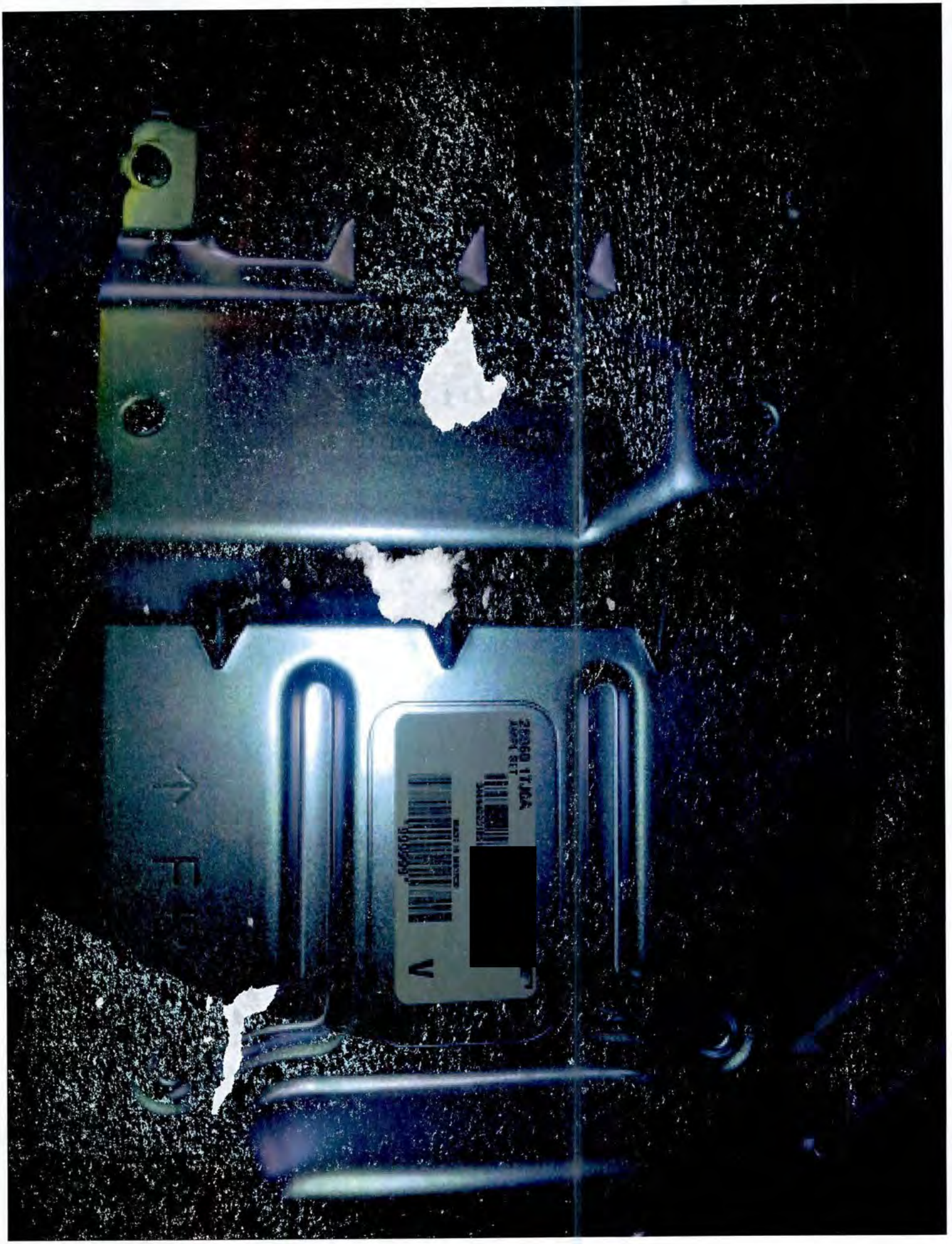


Corwin Nissan

Nissan



20080 1 JUN
ASPL SET
CONTACT THE STORE
[REDACTED]



20060 1700A
20060 1700A
MADE IN MEXICO
V

F
V

Osage Beach Mo.



US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue Southeast
West Building
Washington DC

20590

