

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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 22 2013 16-AUG-2013		Repository ☐ Reference No. 10535805			
OWNER INFORMATION (Type or Print)						Daytime Telephone Number		E-mail Address	
Name						Evening Telephone Number			
Address									
City		State		Zip Code					
PARAMUS		NJ							
<i>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).</i>									
VEHICLE INFORMATION									
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JN8AZ08T73W				Make NISSAN		Model MURANO		Model Year 2003	
Date Purchased		Dealer's Name and Telephone Number				Engine: No: Cylinders		Fuel Type:	
Original Owner		Dealer's City		State		Zip Code			
Transmission Type		☒ Antilock Brakes		Powertrain		Multiple Failure:		Incident Date(s) 15-AUG-2013	
☒ Cruise Control									
FAILED COMPONENT(S)/PART(S) INFORMATION									
Vehicle Component Codes: ENGINE (PWS), 020000 SUSPENSION						Failure Mileage 90000		Failure Speed 25	
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 <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</i>									
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 2003 NISSAN MURANO. THE CONTACT STATED THAT WHILE DRIVING 25 MPH, THE VEHICLE STALLED WITH THE ILLUMINATION OF THE CHECK ENGINE LIGHT. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS WHERE IT WAS STATED THAT THE CAM SHAFT POSITION SENSOR NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 90,000.									
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)

I called Nissan several times, escalating each time. I finally got a call from their Tenn headquarters and the guy told me that even though I had the exact problem as the recall, my VIN was not included, so I would NOT be reimbursed.

NOT GOOD CUSTOMER SERVICE!

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



**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**



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



If so:

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

or visit:

www.safercar.gov

or call:

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



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



**MIDAS AUTO SERVICE EXPERTS**

1093 Goffle Road
Hawthorne, NJ 07506
973-423-0070

TRUST THE MIDAS TOUCH!Invoice # **1003078**

4:55 pm 9/17/2013

Orig. Estimate # 1003501

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Thank You For Your Business!

PARAMUS, NJ

Home :

2003 Nissan Murano

License :

V6-3498 3.5L DOHC

Trans :

VIN : JN8AZ08T73W

Mileage : 91055

General Description of Customers Request for Work or Service

Service Requests:

check sensor

Category	Parts	Labor	Total
ENGINE SERVICE	305.68	147.00	452.68
Miscellaneous	-20.00	0.00	-20.00
OTHER	0.00	0.00	0.00

Tech Job Description

TYR Perform Courtesy Check.

0.00

TYR Crankshaft position sensor & CAMSHAFT AND SENSOR ASSAMBLEY CAMSHAFT BANK 2:

305.68

147.00

452.68

remove & replace.

	Part Number	Part Description	Part Price Each	Qty	Extended
S	23731-AL61A	CAMSHAFT POSITION SENSOR	96.43	1	96.43
S	23731-AL60C	CRANKSHAFT SENSOR	112.82	1	112.82
S	23731-6J90B	SENSOR ASSEMBLY	96.43	1	96.43

TYR Engine Diagnostics

0.00

Discount

Labor: 0.00

Parts: -20.00

-20.00

0.00

-20.00

Payments:

VISA/MASTERCARD, \$486.11, on 09/17/13

CardNo: [REDACTED] AuthorizationNo: [REDACTED]

WARRANTY INFORMATION

Midas International Corporation issues written warranties on mufflers, catalytic converters, shock absorbers, strut assemblies, strut cartridges, brake shoes and pads, and variable rate springs. The warranty terms for these products are stated on separate printed warranty certificates issued to you, together with the invoice, upon the purchase of the appropriate warranted product. The terms of all warranties are in the Midas Warranty Binder on display in each Midas location. All other products and workmanship are warranted for ninety (90) days from the date of installation. There are no other warranties issued by Midas International Corporation. This warranty gives you specific legal rights; you may also have other rights which vary from state to state. Warranty work will be performed at any Midas location in the USA or Canada offering the warranted product of service. For the address of your nearest Midas location, see the Yellow pages of the local telephone directory, write Midas Consumer Relations, 1300 Arlington Heights Road, Itasca, IL 60143 or contact 1-800-621-8545. I hereby authorize you and/or your agent to contact me regarding the products and services provided by Midas.

Other Notes:

EXHAUST, BRAKES, A/C, ALIGNMENT, MAINTENANCE...
TRUST THE MIDAS TOUCH!
WE VALUE YOUR COMMENTS. CONTACT US AT

Customer Signature: _____

Date: _____

TOTAL PARTS	285.68
TOTAL LABOR	147.00
SUBLET	0.00
SHOP SUPPLIES	21.63
SUBTOTAL	454.31
OTHER FEES	0.00
SALES TAX	31.80
TOTAL INVOICE	\$486.11
Paid	\$486.11
Due	\$0.00
Paid By :	VISA/MASTERCARD
Pay Ref :	

Visit us on our web page at www.midas.com