


JUN 9 - 2015

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>                  To Report Vehicle Safety Defects                  1-888-DASH-2-DOT                  (1-888-327-4236)                  INTERNET:www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148	
		Date Received 15-MAY-2015	Repository <input type="checkbox"/> Reference No. 10716659
<b>OWNER INFORMATION (Type or Print)</b>			
Name	[REDACTED]		Daytime Telephone Number
Address	[REDACTED]		E-mail Address
City	State	Zip Code	Evening Telephone Number
MAX MEADOWS	VA	[REDACTED]	
<p><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></p>			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1NRAZ1MW2CW [REDACTED]	Make NISSAN	Model MURANO	Model Year 2012
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 02-FEB-2015
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: 100000 POWER TRAIN		Failure Mileage 50000	Failure Speed
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
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:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0
Reported to Police N			
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b>                  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).</p>			
<p>TL* THE CONTACT OWNS A 2012 NISSAN MURANO. WHEN THE ALL WHEEL DRIVE WAS ENGAGED, THE VEHICLE WOULD INDEPENDENTLY SHIFT OUT OF ALL WHEEL DRIVE. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN WAS UNABLE TO DETERMINE THE CAUSE OF THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 50,000.</p>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
<p>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.</p>			

**BLUE RIDGE NISSAN**  
 1405 EAST MAIN ST.  
 WYTHEVILLE, VA 24382  
 (T) 276-228-8621 (F) 276-228-2444  
 WWW.BLUERIDGENISSAN.COM

MAX MEADOWS NO EMAIL		VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
				JN8AZ1MW2CW		57338	05/15/15	
YEAR		MAKE		MODEL		COLOR	TAG NO.	
12		NISSAN		MURANO S/S		MERLOT	00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS	
			- -		00/00/00	ASJ	CASH	
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE			
	02/16/12	225	57329	05/14/15	02/16/12			

YOU WILL RECEIVE A SURVEY FROM NISSAN, IF FOR ANY REASON YOU CANNOT GRADE US EXCELLENT PLEASE CALL TOM JULIAN SERVICE MANAGER OR TJULIAN@BLUERIDGENISSAN.COM

SERVICE HOURS: M-F 7:30AM - 5:30PM  
 PARTS HOURS: M-F 7:30AM - 5:30PM  
 SATURDAY SERVICE 8:00AM - 2:00PM

LINE	OP. CODE	PAID-CD	TECH.	HOURS/QT	TYPE	AMOUNT
A *						
Com Customer states -CHECK FOR CODES AND ADVISE. customer stated awd disengaged on wife when driving and turning						
Cor NO DTC'S AND NO DRIVABILITY CONCERNS FOUND. FRONT TIRES AT 4/32ND AND REAR AT 6/32ND. NO CURRENT BULLETINS APPLY. NO LEAKS. DTS CONTACTED AND SUGGEST TIRES. DUE TO DIFFERENCE IN FRONT TO REAR TREAD WEAR. SVM MANAGER DROVE AND OPERATES NORMALLY IN NORMAL DRIVING MODE AND WHEN IN LOCK MODE WHEN TURNING IN TURNS.						
NDF			NOD KA XX PFP 33100-JP11C		STRAIGHT TIME .5	
			AAB		W	
Code	Misc Charge		Inv#/Info	Days	Hours	
	WARRANTY RENTALS			1	1.0 W	
						Line Total.....

B *						
Com CHECK FOR OPEN RECALLS						
Cor NONE						
	20		AAB			
						Line Total.....

C *						
Com MULTI POINT INSPECTION						
Cor COMPLETED						

CUSTOMER COPY - PAGE 01

Printed: 05/15/2015 @ 10:41

**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.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURES

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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 WYTHEVILLE, VA 24382  
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LINE	OP. CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT
C * CONTINUED						
COR BRAKES AT 7MM ON FRT AND 6MM ON REAR						
			MPI		AAB	
Line Total.....						

TOTAL-CUSTOMER

NoCharge

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\_\_\_\_\_

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\_\_\_\_\_

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)



# Complimentary Multi-Point Inspection

Customer: \_\_\_\_\_ Year/Model: \_\_\_\_\_ Date: \_\_\_\_\_

Mileage: \_\_\_\_\_ VIN: \_\_\_\_\_

Service Advisor: \_\_\_\_\_ Technician: A. Bowes Repair Order #: \_\_\_\_\_

CHECKED AND OK AT THIS TIME     MAY NEED FUTURE ATTENTION     REQUIRES IMMEDIATE ATTENTION     NOT INSPECTED AT THIS TIME

**INTERIOR / EXTERIOR**

HORN OPERATION

HEADLIGHTS / TURN SIGNALS / HIGH BEAMS / FOG LIGHTS

LEFT WIPER BLADE       RIGHT WIPER BLADE

TAIL LIGHTS / BRAKE LIGHTS / TURN SIGNALS / REVERSE LIGHTS / EXTERIOR LAMPS / REAR WIPER

IN-CABIN MICROFILTER

COMMENTS: \_\_\_\_\_

**UNDER HOOD**

ENGINE OIL

COOLANT

POWER STEERING FLUID

BRAKE FLUID

WINDSHIELD WASHER FLUID

AUTOMATIC TRANSMISSION FLUID

COOLING SYSTEM HOSES

HEATER / AC HOSES AND CONNECTIONS

RADIATOR CORE AND CAP

ENGINE AIR FILTER

DRIVE BELTS

COMMENTS: \_\_\_\_\_

**UNDER VEHICLE**

REAR SHOCKS / SUSPENSION

REAR SUBFRAME

DIFFERENTIAL (CHECK CONDITION & LEAKS)

DRIVE SHAFT

MUFFLER / EXHAUST / MOUNTINGS

FRONT SHOCKS / SUSPENSION (CV BOOTS / TIE RODS / BUSHINGS)

AXLES - VISUAL INSPECTION FOR LEAKS

FLUID LEAKS (OIL / TRANSMISSION / COOLANT)

COMMENTS: \_\_\_\_\_

**BATTERY PERFORMANCE**


BATTERY TERMINALS / CABLES / MOUNTING

**BATTERY CAPACITY TEST (TEST RESULTS ATTACHED)**

PASS     RECHARGE/RETEST     FAIL     NOT INSPECTED

COMMENTS: \_\_\_\_\_

**TIRES**

<p><b>LEFT FRONT</b></p> <p><input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> TIRE ROTATION</p> <p>4 / 32</p> <p>PRESSURE INCOMING 34</p> <p>OUTGOING /</p>	<p><b>TREAD DEPTH</b></p> <p><input checked="" type="radio"/> 6/32 OR GREATER</p> <p><input type="radio"/> 4/32 TO 5/32</p> <p><input type="radio"/> 3/32 OR LESS</p> <p><input type="radio"/> NOT INSPECTED</p>	<p><b>RIGHT FRONT</b></p> <p><input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> TIRE ROTATION</p> <p>4 / 32</p> <p>PRESSURE INCOMING 34</p> <p>OUTGOING /</p>
<p><b>LEFT REAR</b></p> <p><input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> TIRE ROTATION</p> <p>6 / 32</p> <p>PRESSURE INCOMING 34</p> <p>OUTGOING /</p>		<p><b>RIGHT REAR</b></p> <p><input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> TIRE ROTATION</p> <p>6 / 32</p> <p>PRESSURE INCOMING 34</p> <p>OUTGOING /</p>

COMMENTS: \_\_\_\_\_

**BRAKE CONDITION**

LEFT FRONT BRAKE PADS 7 MM

LEFT REAR BRAKE PADS 6 MM

RIGHT FRONT BRAKE PADS 7 MM

RIGHT REAR BRAKE PADS 6 MM

COMMENTS & RECOMMENDATIONS: \_\_\_\_\_

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_