

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 02-FEB-2016	Repository ☐
	Reference No. 10823849
Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]	

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City FOREST HILLS State MD 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 5N1AZ2MH1F [REDACTED]		Make NISSAN	Model MURANO	Model Year 2015
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 ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-OCT-2015	

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: VISIBILITY/WIPER (PWS)	Failure Mileage 2039	Failure Speed
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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	Number of Deaths	Reported to Police N
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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).

* THE CONTACT OWNS A 2015 NISSAN MURANO. THE CONTACT STATED THAT THERE WAS A GLARE FROM THE AIR CONDITIONER VENT TO THE [REDACTED] DEFLECTED TO THE SIDE VIEW MIRROR OF THE CONTACT. THE CONTACT STATED THAT THERE WAS AN ABNORMAL SOUND COMING FROM THE FRONT OF THE VEHICLE. THE CONTACT STATED THAT THE VEHICLE WAS TAKEN TO THE DEALER TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE VEHICLE WAS FUNCTIONING AS DESIGNED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 2,039.

*** New Paper**

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.

10823849

To whom it MAY CONCERN

I purchase this Nissan 2015 CAR IN OLT. (BRAND NEW 62 miles)

I did a survey that Nissan sent me. I told them on the survey that Air Vent Had Reflections on Both Side Mirror that was Distorting View in Mirrors. That is a safety issue, also told about Whinning Noise in Front of The Engine. on the survey.

Call Nissan a Rep said Take it to a Dealer. I took it to the Dealer. I showed Dealer other Murano New had same issue they have no fix. Dealer said, I realize noise is EPS Pump. They said it's Normal for the noise. Sometime it get louder + go away

Both issue, Had The Problem Brand New with 62 miles

Here is the Paper Work
From Dealer + Emails To Nissan

Thank You
For Your Time + Help





U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

1506 BELAIR ROAD
BEL AIR, MARYLAND 21014

BEL AIR BALTIMORE
(410) 838-0222 (410) 879-1133
www.jonesjunction.com



SERVICE & PARTS HOURS: MON. - SAT.: 7:00 AM - 7:00 PM



CUSTOMER NO.	ADVISOR CAITLIN MILLER	441201	TAG NO.	INVOICE DATE 02/01/16	CELL: [REDACTED]
FOREST HILL, MD	LABOR RATE	LICENSE NO.	MILEAGE 2,036	COLOR JAVA MET/BL	STOCK NO.
	YEAR / MAKE / MODEL 15/NISSAN/MURANO/MURANO AWD SV		DELIVERY DATE 10/10/15	DELIVERY MILES 63	
	VEHICLE I.D. NO. 5 N 1 A Z 2 M H 1 F N		SELLING DEALER NO. N	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/01/16	REPRINT# 1	
	COMMENTS				

LABOR & PARTS	MO: 2037
J# 1 10NIZ	DRIVEABILITY
	C.S POWER STEERING PUMP SOUNDS LOUD
	NO PROBLEM FOUND: NORMAL OPERATION
	COLD WEATHER CAN EFFECT START UP CONDITIONS AND MAKE IT SEEM
	THAT THE PPWER STEERING SOUNDS MORE LOUD
	TECH(S):440177
	INTERNAL
	JOB # 1 TOTAL LABOR & PARTS 0.00
J# 2 10NIZ01	DRIVEABILITY CONCERN
	C.S PASS WINDOW GLARE FROM INSIDE VENTS
	CUSTOMER HAD SALES GO TO NEW MURANO AND ALTIMA TO LOOK AT
	VENT TRIM. PROBLEM STILL OCCURED WITH CHROME RING
	NO CORRECTION AT THIS TIME; PROBLEM NOTED
	TECH(S):440177
	INTERNAL
	JOB # 2 TOTAL LABOR & PARTS 0.00
J# 3 55NIZINSP	INSPECTION
	PERFORM COMPLETE MULTI-POINT/COURTESY INSPECTION
	TECH(S):440177
	INTERNAL
	JOB # 3 TOTAL LABOR & PARTS 0.00

RECOMMENDATIONS
NEXT APPT SET 08/01/16

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

* IT IS IMPORTANT TO US THAT YOU ARE 100% *
* SATISFIED WITH YOUR SERVICE EXPERIENCE. *
*
* NISSAN SERVICE CONTACT : CHRIS STANGE *
* HYUNDAI SERVICE CONTACT : CHUCK SANEMAN *
* CONTACT US AT 410-879-6400 *

CUSTOMER SIGNATURE

LIMITED WARRANTY
SERVICE/PARTS ARE WARRANTED 12,000 MILES OR 12 MONTHS, WHICHEVER OCCURS FIRST. THIS WARRANTY DOES NOT EXCLUDE OR MODIFY ANY OTHER WARRANTY PRESCRIBED BY LAW.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.
I hereby authorize the repair work hereinafter set forth 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 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 and/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.

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

X
CUSTOMER'S SIGNATURE
NO CLAIMS WITHOUT THIS INVOICE

POWER STEERING

⚠ WARNING

- If the engine is not running or is turned off while driving, the power assist for the steering will not work. Steering will be harder to operate.
- When the power steering warning light illuminates with the engine running, there will be no power assist for the steering. You will still have control of the vehicle, but the steering will be much harder to operate. Have the power steering system checked by a NISSAN dealer.

The power steering system is designed to provide power assistance while driving to operate the steering wheel with light force.

When the steering wheel is operated repeatedly or continuously while parking or driving at a very low speed, the power assist for the steering wheel will be reduced. This is to prevent overheating of the power steering system and protect it from getting damaged. While the power assist is reduced, steering wheel operation will become heavy. If the steering wheel operation is still performed, the power steering may stop and the power steering warning light will illuminate. In a safe location, stop the engine and push the ignition switch to the OFF position. The temperature

5-68 **Starting and driving**

of the power steering system will go down after a period of time and the power assist level will return to normal after starting the engine. The power steering warning light will go off. Avoid repeating such steering wheel operations that could cause the power steering system to overheat.

You may hear a noise from the front of the vehicle when the steering wheel is operated. This is a normal operational noise and is not a malfunction.

If the power steering warning light illuminates while the engine is running, it may indicate the power steering system is not functioning properly and may need servicing. Have the power steering system checked by a NISSAN dealer.

When the power steering warning light illuminates with the engine running, the power assist for the steering will cease operation but you will still have control of the vehicle. At this time, greater steering efforts are required to operate the steering wheel, especially in sharp turns and at low speeds.

BRAKE SYSTEM

The brake system has two separate hydraulic circuits. If one circuit malfunctions, you will still have braking at two wheels.

BRAKE PRECAUTIONS

Vacuum assisted brakes

The brake booster aids braking by using engine vacuum. If the engine stops, you can stop the vehicle by depressing the brake pedal. However, greater foot pressure on the brake pedal will be required to stop the vehicle and stopping distance will be longer.

Using the brakes

Avoid resting your foot on the brake pedal while driving. This will overheat the brakes, wear out the brake pads faster, and reduce gas mileage.

To help reduce brake wear and to prevent the brakes from overheating, reduce speed and downshift to a lower gear before going down a slope or long grade. Overheated brakes may reduce braking performance and could result in loss of vehicle control.

Tuesday, Feb 2 at 3:06 PM

From: [REDACTED]

To:

NissanContactUs@nissan-usa.com

Subject:Re: My Nissan Vehicle

To whom it may concern

Someone was suppose to call me today.

My side mirror are not a big issue with you. So safety is not important. with Nissan

Your engineer missed the mirror issue. Thank You
[REDACTED]

On 01/31/16, NissanContactUs@nissan-usa.com wrote:

Thank you for submitting your question. A Nissan representative will get back to you as soon as possible. Some Nissan responses will be filtered by your E-mail provider, please be sure to check your spam folder if you do not receive a response in your inbox.

In the meantime, why not check out our [Vehicle Line-up?](#)

You Sent Us the Following:

[REDACTED]
Email:

[REDACTED]
Twitter:

[REDACTED]
Phone:

[REDACTED]
[REDACTED]
Forest Hill, MD [REDACTED]

Monday, Feb 1 at 3:53 PM

From: [REDACTED]

To: nnaconsumeraffairs@nissan-usa.com

Subject: Re: Your inquiry to Nissan [ref:_00DA09j8L._500F0oNI6H:ref]

To whom it may concern.

There is a safety Factor. With the glare from the chrome vent to the windows. I even showed the dealer. And the E-ps unit should not be noisy.

On 02/01/16, nnaconsumeraffairs@nissan-usa.com <nnaconsumeraffairs@nissan-usa.com> wrote:



2/1/2016

Case [REDACTED]
VIN # 5N1AZ2MH1FM [REDACTED]

Dear [REDACTED]

Thank you for contacting Nissan North America, Inc. regarding your concern with your 2015 Nissan Murano. We apologize for any inconvenience this situation may have caused you.

A review of our system indicates that the above-referenced vehicle is not currently involved in any campaigns.

In reference to your concerns with the vehicle and for further technical assistance, please be informed that Nissan relies on its authorized dealers to provide technical support to our valued customers. Please contact or visit your local Nissan Dealer, as they are in the best position to address your vehicle concerns.

For your convenience, we have provided the contact information of the nearest authorized Nissan dealership within your area based on the address provided.

Dealer Name: Bel Air Nissan
Telephone #: 410-648-4664

If you would like more information about Nissan dealers in your area, you may visit www.nissanusa.com/nissanddealers.

Case # [REDACTED] has been created to document your inquiry. If you have any further questions or comments, feel free to email or contact us directly at **1-800-647-7261 (ext. 457252)** and reference your Case number.

As part of Nissans commitment to improving our service for every customer, you may receive a survey about this e-mail in a few days. This survey is my report card and is used to assure that your concern has been resolved. If you feel your concerns are not fully addressed or you have any other concerns, please contact me.

Thank you again for contacting us and allowing us the opportunity to be of assistance.

Sincerely,

Nissan

Patricia
Consumer Affairs Representative
Nissan North America, Inc.