

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Completed Questionnaire
Date: Tuesday, August 09, 2016 1:11:47 PM
Attachments: [US Depart of transportation.pdf](#)
[Scan_20160808.png](#)
[Scan_20160808_2.png](#)
[Scan_20160808_3.png](#)

)

Sent: Tuesday, August 09, 2016 11:20 AM

Subject: FW: Completed Questionnaire

Questionnaire.

From: [REDACTED] and [REDACTED]
Sent: Monday, August 08, 2016 7:36 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Completed Questionnaire

I have completed the questionnaire sent to me. Also I have attached receipts showing the towing of my vehicle and the cost of a new transmission.



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

11-JUL-2016

Repository ☐

Reference No.
10884120

OWNER INFORMATION (Type or Print)

Name

Address

City LUDLOW

State MA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

JN8AZ08TX4W

Make
NISSAN

Model
MURANO

Model Year
2004

Date Purchased
2004

Dealer's Name and Telephone Number
Baystate Nissan (closed)

Engine:
No: Cylinders

Fuel Type:
89 octane

Original Owner
☒

Dealer's City
Springfield

State
Ma

Zip Code
01109

6

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

automatic

☒ Cruise Control

15-JUN-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

Failure Mileage
89000

Failure Speed
55

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

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 2004 NISSAN MURANO. WHILE DRIVING 55 MPH, THE ACCELERATOR PEDAL WAS DEPRESSED, BUT THE VEHICLE LOST POWER AND DID NOT ACCELERATE. THE RPM'S INCREASED, BUT DID NOT AFFECT THE POWER OF THE VEHICLE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE CVT FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 89,000.

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.



Hook Ups Towing & Transport
199 West Ave
Ludlow, MA 01056
Ph 413-386-3113
Fax 413-610-1409

ROAD SERVICE

TIME OF CALL 3:54 A.M. P.M.	DATE IN 6/1/13	DATE OUT	TIME START A.M. P.M.	TIME FINISH A.M. P.M.	REQUESTED BY	PO/CASE #	OFFICER NAME
NAME Gus Auto					PHONE #		
ADDRESS 440 Holbrook St							
CITY Ludlow					STATE	ZIP	
YEAR	MAKE/MODEL Mitsubishi		COLOR Blue	ODOMETER	DRIVER		
MARKER PLATE #	STATE	VIN #	REGISTERED OWNER				
LOCATION OF VEHICLE Gus Auto							
TOWED TO							
INSPECTED BY INSURANCE CO.				APPRAISER NAME		DATE	DRIVER
RELEASED BY				DATE	PHONE #		
REASON FOR TOW ☐ ACCIDENT ☒ BREAK DOWN ☐ ABANDONED ☐ UNREGISTERED ☐ NO START ☐ OUT OF GAS ☐ FLAT TIRE ☐ FIRE LANE ☐ LOCK OUT ☐ NO TRESPASS ☐ TOW ZONE ☐ ARREST ☐ STOLEN ☐ IMPOUNDED ☐ SNOW REMOVAL ☐				TYPE OF TOW ☒ SLING/HOIST ☐ FLAT BED/RAMP ☐ WHEEL LIFT ☐ TOWED PER ORDER OF ☐ STATE POLICE ☐ LOCAL POLICE ☐ OWNER OF A CAR ☒ DEALER OTHER SERVICES ☐ SWEEP ☐ FIRST AID ☐ REMOVE AXLE ☐ SECURE LOOSE PARTS		PERSONAL'S TAKEN BY DATE PHONE# VEHICLE STORAGE TIME FROM TO DAYS @ \$ INDICATE DAMAGED AREA(S) ON VEHICLE: KEYS LEFT Y N RADIO Y N	
SPECIAL EQUIPMENT USED ☐ WINCH ☐ FLARES ☐ DOLLIES ☐ SCOTCH BLOCKS ☐ RAMPs ☐ ☐ SNATCH BLOCKS ☐				MILEAGE FINISH START TOTAL		TOWING CHARGE 00	
METHOD OF PAYMENT ☐ CASH ☒ CHECK DRIVER'S LIC. # 9214 ☐ CREDIT CARD # ☐ VISA ☐ EXP. DATE AUTHORIZ X I agree to hold this company harmless for any damages due to towing or services rendered.				LABOR TIME FINISH START TOTAL		MILEAGE 145.36	
DRIVER SIGNATURE DATE 6/1/13				DRIVER # TRUCK #		LABOR	
						EXTRA PERSON	
						SPECIAL EQUIPMENT	
						STORAGE	
						SUBTOTAL	36.00
						TAX	
						TOTAL	36.00

We cannot be responsible for damages caused by faulty tires, bumper brackets, etc. This company assumes no responsibility for loss or damage by theft, fire or any other cause beyond our control, to any vehicle placed with them for storage or repair.

© 2011 GHC Specialty Brands, LLC.
THANK YOU!
PRODUCT 8760-3

The Tranny Shop

1207 South Main St.

Palmer, MA 01069

Sales Receipt

Date	Sale No.
6/24/2016	676

Sold To
Ludlow, Ma

Check No.		Payment Method	Project
		Check	
Description	Qty	Rate	Amount
Remove transmission & replace with nissan reman unit 2004 Nissan Murano silver vin JN8AZ08TX4W mileage 89353 All parts, fluid & labor 1 year 12000 mile warranty on transmission Thru Nissan <i>complaint # 10884120 7-11-16</i>		3,518.90 0.00	3,518.90 0.00
Thank you for your business.		Subtotal	\$3,518.90
		Sales Tax (0.0%)	\$0.00
		Total	\$3,518.90

Phone #
4132832335

E-mail	Web Site
transmissionman@comcast.net	www.thetrannyshop.org

2004 Nissan Murano

P0725 - Engine speed signal

P0746 - Pressure control solenoid valve "A" performance (line pressure)

P1778 - Step Motor function

P0868 - Secondary pressure down