

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

FOR AGENCY USE ONLY 100148

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

16-SEP-2016

OCT 26 2016

Repository ☐

Reference No.

10907104

OWNER INFORMATION (Type or Print)

Name

Address

City

MANISTIQUE

State

MI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

11

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

JN8AZ1MW8EW

Make

NISSAN

Model

MURANO

Model Year

2014

Date Purchased

Dealer's Name and Telephone Number

RIVERSIDE 1-906-228-4900

Engine:

No: Cylinders

6

Fuel Type:

GAS

Original Owner

☒

Dealer's City

MARQUETTE

State

MI

Zip Code

49854

Transmission Type

☒

Antilock Brakes

Powertrain

☒

Cruise Control

AWD

Multiple Failure:

Incident Date(s)

12-SEP-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)

Failure Mileage

25000

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

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)

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 2014 NISSAN MURANO. WHILE DRIVING APPROXIMATELY 25 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE WAS ABLE TO RESTART. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 25,000.

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 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.

RIVERSIDE AUTO MALL MARQUETTE

2025 US-41 WEST
MARQUETTE, MICHIGAN 49855
(906) 228-8570



Facility #
F135761

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday

R/O Open Date	R/O Number
9/19/16	
R/O Close Date	Status
9/19/16	Pre-Invoice
Mileage In	Mileage Out
25675	25675
Service Advisor / Tag #	

NATE HOFFMAN

Work Phone

Vehicle Identification Number

JN8AZ1MW8EW

Home Phone

Delivery Date

In-Service Date

8/30/14

8/30/14

Year	Make	Model	Body	Color	License Number
2014	NISSAN	MURANO	SWGN	TINTED BRO	

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Email: none 8/30/14

#1 - 18*: DRIVEABILITY

CUST STATES VEHICLE RANDOMLY SHUTS OFF WHILE DRIVING. HAPPENED ONE TIME AND NOT SINCE

Caused by

CUST STATES DIED WHILE DRIVING. SCAN FOR CODES, CHECK BATTERY

Work performed by HOUSE TECH (998)

NO ISSUES FOUND - CEL OFF, NO CODES, VEHICLE OK

Sub Total: .00

#2 - 01INSPECT: PLEASE PERFORM VEHICLE INSPECTION AT NO

CHARGE I HAVE REVIEWED ALL LINES ON THIS REPAIR

ORDER ALL CUSTOMER CONCERNS HAVE BEEN ADDRESSED

Sub Total: .00

Please Note: ADVISED TO COME IN AND HAVE CEL READ, WILL WAIT FOR A LITTLE WHILE AND WILL GIVE LOANER ONLY IF NECESSARY (IE REPLICATE ISSUE OR FIND RELATED TROUBLE CODES)

They said it was a FLUKE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 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.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

All Repairs were completed properly.

X

EMPLOYEE SIGNATURE

X

CUSTOMER SIGNATURE

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00