

INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6) FOR AGENCY USE ONLY 100148

U.S. Department
of TransportationNational 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

12-DEC-2016

APR 04 2017

Repository ☐Reference No.
10934756**OWNER INFORMATION (Type or Print)**

Name

Address

City

COVINA

State

CA

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

JN8AZ08T15W

Make

NISSAN

Model

MURANO

Model Year

2005

Date Purchased

2006

Dealer's Name and Telephone Number (Western Credit Union)

Schaiers Nissan/Long Beach 662-264-

Engine:

No: Cylinders 6

Fuel Type:

Fuel Injection

Original Owner

☒

Dealer's City

Signal Hill

State

CA

Zip Code

90755

Transmission Type

Automatic

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Air duct

Incident Date(s)

05-DEC-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)

Failure Mileage
170000Failure Speed
8**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 2005 NISSAN MURANO. WHILE DRIVING APPROXIMATELY 8 MPH, THE VEHICLE EXPERIENCED A LOSS OF POWER. THE FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE INTAKE MANIFOLD WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE VEHICLE EXPERIENCED A SIMILAR FAILURE IN THE PAST YEAR AND IT WAS DIAGNOSED THAT THE INTAKE MANIFOLD NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 170,000.

Regional case # 10934756
1800 647-7261

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.

- ① Car was towed to Nissan in Duarte, CA after an oil change - car came to a stop - wouldn't start after the stop - daughter with me - 60,000 miles
- ① Filed case - Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies) - voluntary recall on Dec 18, 2009 was changed - intake air ducts
- ② - Paperwork - replaced air Duct 'A' & two wire clamps (highlighted) paper - Feb. 7, 14 (Part came apart after oil change) vehicle stopped -
- ③ Paperwork - replaced air Duct & clamp hose Feb. 12, 14 Dec. 13, 16 - (vehicle stop while driving on the freeway) w/ Daughter
- ④ File a case with Nissan Regional Dept. case #10934756 did not want to pay for repairs -
- This is the third time I have to change intake air ducts. I been very lucky not to be in an accident, but part comes apart without any warning!! It will stop and won't start -

ATTACH ADDITIONAL SHEETS IF NECESSARY

SANTA ANA

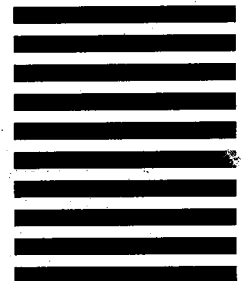
CA 92705

17 MAR 17

PM 11



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

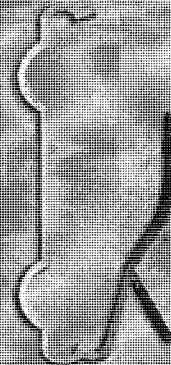
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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

NHTSA

www.safercar.gov

National Center of Excellence 10703
U.S. Department of Transportation
National Highway Traffic Safety Administration

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

CUSTOMER #:

INVOICE



726 EAST MAIN STREET • P.O. BOX 911
ALHAMBRA, CALIFORNIA 91802
(626) 289-6161 * 1-866-695-0304
www.alhambrianissan.com

ROSEMEAD, CA

PAGE 1

E.P.A. I.D. #CAD 981669799 B.A.R. License No. ARD-129695

HOME: CONT: N/A

BUS: CELL:

SERVICE ADVISOR: 584 DANIEL HERNANDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	05	NISSAN MURANO	JN8AZ08T15W		127092/127094	T551	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN05 DD			16:40 08FEB14			CASH	07FEB14
H.O. OPENED		READY	OPTIONS:	DLR:	ENG: 3.5 Liter Gas		

09:09 07FEB14 14:46 07FEB14

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES CHECK ENGINE/SERVICE ENGINE SOON LAMP IS "ON" @ THE

DASH INITIAL INSPECTION ESTIMATE OF: \$120.00, WILL CHECK &

ADVISE Diagnostic and/or repair fees apply if work needed is

not covered or done under factory or extended warranty

CAUSE: DIAGNOSIS/INSPECTIONS, AS REQUESTED BY CUSTOMER.

ADJ MINOR REPAIRS/ADJUSTMENTS

541 C

180.00 180.00

1 16578-CA09A KIT, HOSE-AIR D

24.81 24.81 24.81

TECHNICIAN VERIFIED P0507 ISC SYSTEM MALFUNCTION. REPLACED AIR DUCT
'A' & TWO WIRE CLAMPS, SERVICED & CLEANED DIRTY THROTTLE CHAMBER/BORE,
CLEARED TROUBLE DATA AND LAMP. TEST DROVE -OK NOW.

B Customer authorizes performing state inspection and inflation service
with manufacturer specifications documented in compliance with
California Global Warming Solutions Act 2006 (AB32) & CARB.

CAUSE: INSPECTED, SET AND ADJUSTED TIRE AIR PRESSURES TO MANUFACTURER
SPECIFICATIONS.

ARB Customer authorizes performing state

inspection and inflation service with

manufacturer specifications documented in
compliance with California Global Warming
Solutions Act 2006 (AB32) & CARB.

541 C

0.00 0.00

C VISUAL MULTI-POINT INSPECTION

CAUSE: COMPLIMENTARY VISUAL INSPECTION

MULTI-A VISUAL MULTI-POINT INSPECTION

541 C

0.00 0.00

EST: 208.00 07FEB14 13:31 SA: 584

CONTACT:

CUSTOMER APPROVED \$208.00 + TAX, ON 02/07/2014

VIA INBOUND PHONE CONVERSATION

PARTS AND SERVICE

MON. - FRI.
7:00 AM - 7:00 PM

OPEN SATURDAY
7:00 AM - 6:00 PM

SALES
MON. - SAT.
8:30 AM - 9:00 PM

SUNDAY
9:00 AM - 9:00 PM

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUSTOMER SIGNATURE

I HAVE RECEIVED A COPY OF THIS INVOICE

CUSTOMER SIGNATURE

ALL PARTS NEW UNLESS OTHERWISE NOTED

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

ADJUSTMENTS

SALES TAX

PLEASE PAY THIS AMOUNT

"THIS MILEAGE MAINTENANCE SCHEDULE IS THE RECOMMENDATION OF ALHAMBRA NISSAN AND NOT THE MANUFACTURER OF YOUR AUTOMOBILE. THESE
RECOMMENDATIONS INCLUDE SERVICES WHICH ARE NOT REQUIRED TO MAINTAIN YOUR WARRANTY."

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER COPY

ALHAMBRA NISSAN
726 E. MAIN ST.
ALHAMBRA, CA 91801
289-6161

Merchant ID: 51856424013530
cm ID: 8888

Sale

STERCARD

XXXXXXXXXX

rv Method: Swiped

rvd: Online Batch#: 000002

38/14 12:49:10

00370934 Appr Code: 065848

207.04

Cus Copy

THRU 00

INVOICE



726 EAST MAIN STREET · P.O. BOX 911
ALHAMBRA, CALIFORNIA 91802
(626) 289-6161 * 1-866-695-0304
www.alhambranissan.com

PAGE 2

E.P.A. I.D. #CAD 981669799 B.A.R. License No. ARD-129695

ONT: N/A

ELL:

SERVICE ADVISOR: 584 DANIEL HERNANDEZ

MAKE/MODEL		VIN		LICENSE		MILEAGE IN / OUT		TAG	
AN MURANO		JN8AZ08T15W				127092/127094		T551	
WARR. EXP.	PROMISED		PO NO.		RATE	PAYMENT		INV. DATE	
	16:40 08FEB14					CASH		07FEB14	
READY		OPTIONS: DLR: ENG:3.5 Liter Gas							
6 07FEB14									
PE HOURS				LIST		NET		TOTAL	

MONDAY-FRIDAY 7AM TO 7PM / SATURDAY 7AM-6PM

WE APPRECIATE YOUR PATRONAGE

IF YOU HAVE ANY QUESTIONS OR CONCERNS PLEASE
CONTACT DON ELLIS SERVICE DIRECTOR 6263802240

PAID
FEB 08 2014
CASH
CHECK #
CREDIT CARD

PARTS AND SERVICE

MON. - FRI.
7:00 AM - 7:00 PM

OPEN SATURDAY
7:00 AM - 6:00 PM

SALES
MON. - SAT.
8:30 AM - 9:00 PM

SUNDAY
9:00 AM - 9:00 PM

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF
AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUSTOMER SIGNATURE

I HAVE RECEIVED A COPY OF THIS INVOICE

CUSTOMER SIGNATURE

ALL PARTS NEW UNLESS OTHERWISE NOTED

DESCRIPTION	TOTALS
LABOR AMOUNT	180.00
PARTS AMOUNT	24.81
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	204.81
ADJUSTMENTS	0.00
SALES TAX	2.23
PLEASE PAY THIS AMOUNT	207.04

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RECOMMENDATIONS INCLUDE SERVICES WHICH ARE NOT REQUIRED TO MAINTAIN YOUR WARRANTY."

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

Copyright 2000 ADE, Inc. SERVICE INVOICE #2 X512C

CUSTOMER COPY

ALHAMBRA

NISSAN

726 E. Main St.
Alhambra, CA 91801
Phone: (626) 380-2225
Fax: (323) 940-1406



EPA # CAC 002762910

BAR # ARD 275875

INVOICE NUMBER	
CUSTOMER NUMBER	
husband -	
New address	
ROSEMEAD, CA	
Covina, CA	
RESIDENCE PHONE	BUSINESS PHONE
ADVISOR HAYDEN	TAG NO. 511 4574
LABOR RATE	MILEAGE 173,673
YEAR / MAKE / MODEL 05/NISSAN TRUCK/MURANO	
VEHICLE ID NO. J N 8 A Z 0 8 T 1 5 W	
F.T.E. NO.	P.O. NO.
COLOR SILVER/	STOCK NO.
COMMENTS	
DELIVERY MILES	SELLING DEALER NO.
R.O. DATE 12/10/16	INVOICE DATE 12/13/16
REPRINT NUMBER REPRINT# 1	DELIVERY DATE 01/01/05
MO: 173673	

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

**SERVICE & PARTS
DEPARTMENT HOURS
MONDAY - SATURDAY
7:00 AM TO 6:00 PM**

CELL: [REDACTED]

JOB# 1 CHARGES-----

LABOR-----
J# 1 00NSZ003 MULTI-POINT INSPECT TECH(S):132 0.00
CUSTOMER REQUESTS MULTI-POINT VEHICLE INSPECTION
CUSTOMER REQUESTS MULTI-POINT VEHICLE INSPECTION
Pre-Purchase Inspection All

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX NICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 00NSZ200 CHECK TIRE PRESSURE TECH(S):132 0.00
CHECK TIRE PRESSURE
CHECK TIRE PRESSURE AND ADJUSTED AS NEEDED

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX NICS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 53NSZ ENGINE GROUP TECH(S):132 150.00
CUSTOMER STATS SHE HAD INTAKE BOOT REPLACED THE ENGINE
STOPPED ON THE FREE WAY SHE STATES THAT PART WAS COMING
APART INSIDE THE VEHICLE WHEN SHE INSPECTED
DETERIORATED INTAKE BOOT ASSY
REPLACED BOOT AND PERFORMED IDLE RELEARN
PERFORMED RETEST VEHICLE WORKING AS DESIGNED

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	16576-CA03B	DUCT ASSY-AIR	250.99	250.99	250.99
	2	01555-01031	CLAMP-HOSE	15.99	15.99	31.98
TOTAL - PARTS						282.97

JOB# 3 TOTALS-----
LABOR 150.00
PARTS 282.97

JOB# 3 JOURNAL PREFIX NICS JOB# 3 TOTAL 432.97

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$500.00 (+TAX)

6000952
ALHAMBRA NISSAN
126 LINDA PARK STREET
ALHAMBRA CA 91801
(626) 289-6161

1 m 10: 003

Sale

Ref #: 022

Entry Method: Swiped

18:16:38

Appr Code: 072859

Batch#: 348001

12/13/16

Inv #

Apprvd: Online

Total:

\$ 458.44

Customer: py

VD

RA



Main St.

A 91801

80-2225

940-1406



BAR # ARD 275875

7416

378

TOTALS

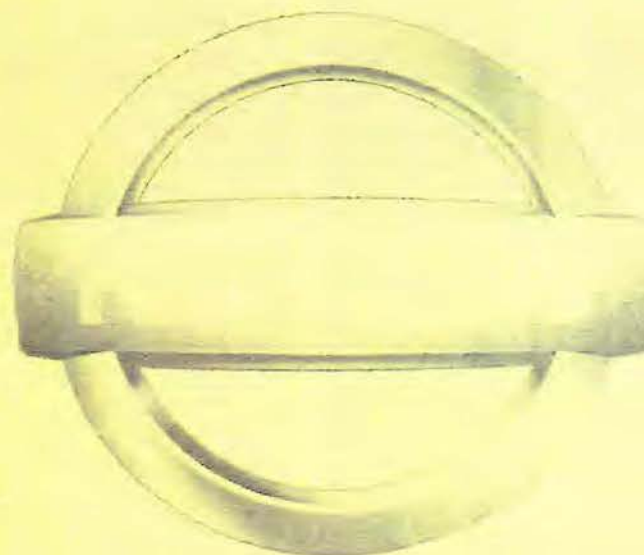
THANK YOU FOR CHOOSING ALHAMBRA NISSAN.
WE HOPE YOUR VISIT HERE WAS WORTHWHILE AND SATISFACTORY. IF
FOR ANY REASON YOU ARE NOT SATISFIED, PLEASE CONTACT
SANTIAGO RAMIREZ, SERVICE MANAGER AT 626-227-2935.

*****WE VERY MUCH APPRECIATE YOUR BUSINESS*****

TOTAL LABOR.... 150.00
TOTAL PARTS.... 282.97
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 25.47

TOTAL INVOICE \$ 458.44

CUSTOMER SIGNATURE



RESIDENCE PHONE		BUSINESS PHONE	
ADVISOR HAYDEN		TAG NO. 4574	
LABOR RATE	LICENSE NO.	MILEAGE 173,673	
YEAR / MAKE / MODEL 05/NISSAN TRUCK/MURANO			
VEHICLE ID NO. J N 8 A Z 0 8 T 1 5 W			
F.T.E. NO.		P.O. NO.	
COLOR SILVER/	STOCK NO.		
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
R. O. DATE 12/10/16		INVOICE DATE 12/13/16	
REPRINT NUMBER REPRINT# 1		DELIVERY DATE 01/01/05	
MO: 173673		PRODUCTION DATE	

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

SERVICE & PARTS
DEPARTMENT HOURS
MONDAY - SATURDAY
7:00 AM TO 6:00 PM

The Reynolds and Reynolds Company EPDNTSL14E C0718919 Q (05/15)

AUTOMATIC TRANSMISSION
Color: SHEER SILVER

THE ON-ROAD SUV

minated Entry System w/Light Fade-out Feature
nt Variable Intermittent Windshield Wipers
ir Intermittent Wiper
o Out Front Door Pockets

FETY & SECURITY

al-Stage Supplemental Front Air Bags
ver & Front-Passenger Side-Impact Supp Air Bags
of Mtd Curtain Side-Impact/Rollover Supp Air Bags
nt Seat Active Head Restraints
ar Seat Head Restraints For All 3 Passengers
R/ELR Seat Belt System (Driver ELR Only)
nt Seat Belts w/Pretensioners & Load Limiters
ild Safety Rear Door Locks
TCH System (Lower Anchors & Tethers for Children)
ne Body Construction
ont and Rear Crumple Zones
ergy Absorbing Tilt Steering Column
hicle Immobilizer & Security Systems

er: SCHAIERS' NISSAN/LONG BCH
1800 E SPRING ST
SIGNAL HILL CA 90755

sport Method: TRUCK
l Assembly Point: LOS ANGELES

This vehicle qualifies for Nissan's
Security+Plus Vehicle Protection Plan
e only service agreement backed by Nissan!
Ask your dealer for details, or call
1-800-NISSAN-6 for information.

Manufacturer's Suggested Retail Base Price
Options Included by Manufacturer

\$28,650.00

PREMIUM PACKAGE

1,500.00

225-watt Bose® Audio System
w/In-dash 6-disc CD & Subwoofer
Power Adjustable Pedals and Roof Rails
Cargo Cover and Cargo Net

FLOOR MATS

90.00

SPLASH GUARDS

110.00

CARGO AREA PROTECTOR

80.00

Destination Charges

580.00

Total*

\$31,010.00

2005 MURANO SL FWD

VIN: JN8AZ08T15W

07415- KY0 D073

* Does not include dealer installed options & accessories, local taxes or license fees. This label has been applied pursuant to federal law. Do not remove prior to delivery to the ultimate purchaser.

14 000000

110

BHF20050712003718RF3903 GC03L92M94N93P01