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Sent: Tuesday, October 16, 2018 9:19 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Cc: [REDACTED]
Subject: ODI11132183

Quicken Loans

[REDACTED]



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HIGHEST IN CUSTOMER SATISFACTION IN THE U.S. - J.D. POWER





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	Repository <input type="checkbox"/>
28-SEP-2018	Reference No. 11132183

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City WIXOM	State MI	Zip Code
		SAME

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 5N1AZ2MH6HN	Make NISSAN	Model MURANO	Model Year 2017
Date Purchased FEB 2018	Dealer's Name and Telephone Number TAMBOFF 800 614 2531	Engine: No: Cylinders 6	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City SOUTHFIELD	State MI	Zip Code 48034
Transmission Type CVT	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
			Incident Date(s) 28-SEP-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 140000 AIR BAGS, 031000 SERVICE BRAKES, HYDRAULIC: PEDALS AND LINKAGES ABS HYDRAULIC CONTROL UNIT	Failure Mileage 14099	Failure Speed 35-40
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make MICHELIN	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM1A9ABC036)	<input checked="" type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 2	Number of Deaths 0	Reported to Police Y
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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).

TL* THE CONTACT OWNS A 2017 NISSAN MURANO. WHILE DRIVING 35 MPH, THE BRAKE PEDAL WAS DEPRESSED AND BECAME STUCK TO THE FLOORBOARD. AS A RESULT, THE CONTACT REAR ENDED ANOTHER VEHICLE. NONE OF THE AIR BAGS DEPLOYED. A POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED. THE CONTACT SUSTAINED INJURIES TO THE NECK AND HEAD. THE DRIVER OF THE OTHER VEHICLE SUFFERED UNKNOWN INJURIES. MEDICAL ATTENTION WAS REQUIRED. THE CONTACT WAS PROVIDED WITH INSURANCE CLAIM NUMBER: [REDACTED] THE MANUFACTURER WAS MADE AWARE OF THE CRASH. THE DEALER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS APPROXIMATELY 14,099. THE VIN WAS UNKNOWN.

AND THE VEHICLE DID NOT STOP. COMPLETE FAILURE OF BRAKING SYSTEM. BRAKE PEDAL COMPLETELY LOST PRESSURE.

NISSIAN CASE# [REDACTED]

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.