

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOO \(NHTSA\)](#)
Subject: FW: NHTSA Vehicle Owner's Questionnaire Edits
Date: Monday, February 3, 2020 11:52:09 AM
Attachments: [REDACTED]

QUESTIONNAIRE

From: [REDACTED]
Sent: Saturday, February 01, 2020 10:17 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: NHTSA Vehicle Owner's Questionnaire Edits

Dear Data Quality Rep,

Please find attached and edited Vehicle Owner's Questionnaire pertaining to Reference No. 11292149 reported on Dec. 30, 2019.

Respectfully submitted,

[REDACTED]
[REDACTED]
[REDACTED] (mobile)

Sent from [Mail](#) for Windows 10



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

30-DEC-2019

Repository ☐

Reference No.
11292149

OWNER INFORMATION (Type or Print)

Name

Address

City BOTHELL

State WA

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

5N1AZ2MHXFN

Make

NISSAN

Model

MURANO

Model Year

2015

Date Purchased

June 2015

Dealer's Name and Telephone Number

Rainbow's Nissan of Auburn

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Auburn

State

WA

Zip Code

98002

6

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

27-DEC-2019

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY/WIPER (PWS), 134000 VISIBILITY: SUN ROOF ASSEMBLY

Failure Mileage

37000

Failure Speed

60

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 2015 NISSAN MURANO. WHILE DRIVING APPROXIMATELY 60 MPH, THE CONTACT HEARD A LOUD NOISE SIMILAR TO A GUN SHOT. THE CONTACT NOTICED THAT THE SUN ROOF SHATTERED. THE SUN SHADE WAS CLOSED SO NO GLASS ENTERED THE VEHICLE. THERE WERE NO INJURIES. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE DEALER AND MANUFACTURER WERE NOT NOTIFIED OF THE FAILURE. THE INSURANCE COMPANY ORDERED THE PART TO BE REPLACED AT A LOCAL GLASS SHOP. THE APPROXIMATE FAILURE MILEAGE WAS 37,000. THE VIN WAS UNAVAILABLE.

The dealer was not notified of the failure.
The manufacturer was notified of the failure.

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.