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

U.S. Department of Transportation

National 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

FOR AGENCY USE ONLY 100148	
Date Received: 29-MAY-2020	Repository ☐
	Reference No. 11326553

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address [redacted]		Evening Telephone Number	
City ARECIBO	State PR	Zip Code [redacted]	

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	Make	Model	Model Year
5N1AZ2MGXGN[redacted]	NISSAN	MURANO	2016

Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
1/7/2017	Autogrupo Nissan Kia	(787) 753-3000	No: Cylinders 6 Cyl	Gasoline Regular
Original Owner ☒	Dealer's City San Juan	State P.R. / Zip Code		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
Aut.	☒ Antilock Brakes ☒ Cruise Control	FF	ABS / GPS Radar	28-MAY-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 030000 BRAKES (PWS)	Failure Mileage	Failure Speed
	27500	

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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).

ABS AND FRONT RADAR LIGHTS ON CLUSTER. I TOOK THE VEHICLE TO THE SAME DEALER THAT SOLD IT TO ME AND THEY DIAGNOSED THE SAME WITH A PROBLEM ON THE ABS ACTUATOR. THE SERVICE REPRESENTANT ALSO TOLD ME THAT THE FRONT RADAR ON THE BUMPER IS RELATED TO THE ABS SYSTEM AND THAT THE WARRANTY OF THE VEHICLE ON THE ELECTRICAL PART DOES JOT COVER THE SAME. I DID MY RESEARCH AND FOUND THAT THE 2016 NISSAN MURANO HAS AA MANUFACTERS RECALL FROM THE ABS YSTEM.

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.

U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

NHTSA
www.nhtsa.gov

Garantia Piezas
1 año
6/23/2020

Autogrupo Nissan Kia

Marginal Sector Bechara Km 3.2 Ave. Kennedy

San Juan Not Specified
00920

7877533000

Customer information

Street: [redacted]

Zip code: [redacted]

Cardholder Signature

[redacted]

[redacted]

Transaction information

Sale

Date:	06/23/2020 2:31 PM
Merchant ID:	400001930
Terminal ID:	00000001
Invoice No.:	[redacted]
Amount:	$1,556.00
Card Number:	********** [redacted]
Response Msg:	Approved
Auth Code:	023059
Auth Mode:	Issuer
Application Name:	Visa Cre...
Processed as:	VISA
Entry Method:	Chip Read
Trace No.:	[redacted]
Reference No.:	[redacted]
Match AVS:	Not Match Z
Match ZIP:	Match Z
Match CVV:	Not Present
Chip Card AID:	A0000000031010
TVR:	0000008000
IAD:	06010A03A02002
TSI:	E800
ARC:	00
Client ID:	[redacted]
Token ID:	[redacted]
User ID:	[redacted]
CONTROL:	4XQUK-WHLWM
	BS

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).
Merchant / Customer Copy

CUSTOMER #: [redacted]

[redacted]

ARECIBO, PR [redacted]

HOME: [redacted] CONT: [redacted]

BUS: CELL: [redacted]

[redacted]

INVOICE

DUPLICATE 1

PAGE 1

AUTOGRUPC

P.O Box 29468, San Juan, PR 00929

445 Ave Kennedy k.m. 3.2 Pueblo Viejo
San Juan, PR 00920-1665

Ventas Nissan y Kia 787-620-0899 - Piezas y Servicio Kia 787-999-81[illegible]
Piezas y Servicio Nissan 787-620-0883

SERVICE ADVISOR: 60529 GLADYS PADILLA CARR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
JAVA METAI	16	NISSAN MURANO	5N1AZ2MGXGN[redacted]	[redacted]	27760/27763	T201:

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JAN17 DD		16JAN2020	15:00 22JUN20		81.50	CASH	23JUN20

R.O. OPENED	READY	OPTIONS:
09:29 22JUN20	12:04 23JUN20	SOLD-STK: [redacted] ENG:3.5_Liter

LINE	OPCODE	TECH TYPE	HOURS	LIST	NET	TOTAL
A	CLIENTE INFORMA LUZ DE LOS CARRITOS CHOCANDO SOR					
	PN26AA RPL ABS MODULE ASS'Y					
	60315 ROMAN CRUZ,JOSEPH J LIC#: TA 24036					
	CPN				326.00	326.00
	1 47660-9UD6C ACTUATOR & ECU			1039.40	1039.40	1039.40
	1 999MP-A4100P BRAKE FLUID 120			19.69	19.69	19.69
	27763 SE REALIZO DIAGNSOTICOA UNIDAD CONCONSULT III PLUS SE ENCONTRO CODIGO C1102 ,C1101 C1106 C1A16 , SE REALIZO PROSEDIMIENTO DE DIAGNOSTICO DETERMINANDO QUE MODULO DE ABS TIENE DANO INTERNO EN CIRCUITO CREANDO CONDICION DE LUZ DE ABS Y COLICION ON SE REEMPLAZO MODULO ABS SE REALIZO CALIBRACION SE REALIZO PRUEBA DE CARRETERA NO PRESENTANDO CONDICIONINDICADA LUEGO DE REEMPLAZO DE COMPONENTE					
	**********					
B	INSPECCION MULTIPUNTOS FLUIDOS, BOMBILLAS, CHEQUEO VISUAL Y GENERAL					
	GRATIS					
	MULTI INSPECCION MULTIPUNTOS FLUIDOS, BOMBILLAS, CHEQUEO VISUAL Y GENERAL ***GRATIS***					
	60315 ROMAN CRUZ,JOSEPH J LIC#: TA 24036					
	IAG					(N/C)
	**********					
C	NO SOMOS RESPONSABLES POR ARTICULOS PERSONALES DEJADOS EN LA UNIDAD PARA REPARACION. DEBE RETIRARLOS ANTES DE ABANDONAR FACILIDADES.					
	RELEVO NO SOMOS RESPONSABLES POR ARTICULOS PERSONALES DEJADOS EN LA UNIDAD PARA REPARACION. DEBE RETIRARLOS ANTES DE ABANDONAR FACILIDADES.					
	60315 ROMAN CRUZ,JOSEPH J LIC#: TA 24036					
	IAG					(N/C)
	**********					

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) RECEIVED JUN 23 2020

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER COPY

AUTOGRUPC
P.O Box 29468, San Juan, PR 00929
445 Ave Kennedy k.m. 3.2 Pueblo Viejo
San Juan, PR 00920-1665
Ventas Nissan y Kia 787-620-0899 · Piezas y Servicio Kia 787-999-8181
Piezas y Servicio Nissan 787-620-0883

INVOICE

DUPLICATE 1
PAGE 2

[redacted] #: [redacted]

[redacted]

ARECIBO, PR [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL: [redacted]

SERVICE ADVISOR: 60529 GLADYS PADILLA CARR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
JAVA METAL	16	NISSAN MURANO	5N1AZ2MGXGN[redacted]	[redacted]	27760/27763	T2011

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JAN17 DD		16JAN2020	15:00 22JUN20		81.50	CASH	23JUN20

R.O. OPENED	READY	OPTIONS:
09:29 22JUN20	12:04 23JUN20	SOLD-[redacted] ENG:3.5_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

EST: 0.00 22JUN20 09:29 SA: 60529
CONTACT:
****

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 10.43

!SU OPINION ES IMPORTANTE!
' DEJENOS SABER SU EXPERIENCIA Y COMENTARIOS
DIRIJALOS A SERVICIONISSAN@AUTOGRUPOPR.COM
PIEZAS REEMPLAZADAS (NO MANTENIMIENTO) PAGAS
POR CLIENTE, TIENEN UN AÑO Y/O 12,000 MIL
MILLAS DE GARANTIA, LO QUE OCURRA PRIMERO.
****GRACIAS POR SU PATROCINIO Y SU VISITA***

ATE TAX 10.5 146.53
NICIPALITY TAX 13.95

N BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE FORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE IOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO VNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE HICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED IDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY CIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS AIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT TIFICATION AT THE SERVICING DEALER FOR INSPECTION BY NUFACTURER'S REPRESENTATIVE.

RECEIVED JUN 23 2020

NED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	326.00
PARTS AMOUNT	1059.09
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.43
TOTAL CHARGES	1395.52
LESS INSURANCE	0.00
SALES TAX	160.48
PLEASE PAY THIS AMOUNT	1556.00

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CUSTOMER ---