

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: FW: Follow up to ODI Complaint ----- 11343854-----
Date: Monday, September 14, 2020 10:06:06 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Wednesday, September 09, 2020 12:02 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: FW: Follow up to ODI Complaint ----- 11343854-----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

I have the following edits to this report, my name is [REDACTED] (not [REDACTED]). Also, when my car stopped at the traffic light, I took to a certified Nissan dealer in Lansing, Michigan. The dealer was called Fox Nissan of Lansing, and was a certified Nissan dealer at the time. They claim to have relaxed the transmission with a new one.

Thanks,

[REDACTED]

----- Forwarded message -----

From: [REDACTED]
Date: Mon, Aug 24, 2020 at 12:53 PM
Subject: Fwd: FW: Follow up to ODI Complaint ----- 11343854-----
To: [REDACTED]

Complaining t against Nissan. Please edit and send back as instructed

----- Forwarded message -----

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Date: Mon, Aug 24, 2020 at 12:51 PM
Subject: FW: Follow up to ODI Complaint ----- 11343854-----
To: [REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



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

07-AUG-2020

Repository ☐

Reference No.
11343854

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City DEARBORN

State MI

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [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
JN8AZ1MW9EW [REDACTED]

Make
NISSAN

Model
MURANO

Model Year
2014

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-JAN-2018

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

Failure Mileage
85000

Failure Speed
65

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: DOTM9ABC036)

☐ 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 2014 NISSAN MURANO. THE CONTACT STATED THAT THE VEHICLE WAS AT STAND STILL AT A TRAFFIC LIGHT, WHEN DRESSING THE ACCELERATOR PEDAL BUT THE VEHICLE FAILED TO RESPOND. THE CONTACT STATED NO WARNING LIGHT WAS ILLUMINATED. THE VEHICLE WAS NOT DRIVABLE. THE VEHICLE WAS TOWED TO INDEPENDENT MECHANIC AND WAS INFORMED NEEDING TRANSMISSION TO BE REPLACED. THE VEHICLE WAS TOWED TO UNKNOWN LOCAL DEALER WHERE HE HAD THE TRANSMISSION REPAIRED. THE CONTACT STATED ON AUGUST 6, 2020 WHILE DRIVING 65 MPH, WHEN HE HEARD AN ABNORMAL NOISE AND THE RPM ROSE RAPIDLY. THE CONTACT STATED THE CHECK ENGINE WARNING LIGHT WAS ILLUMINATED. THE CONTACT STATED HE CONTINUED DRIVING TO A NEARBY GAS STATION. THE CONTACT STATED HE WAS ABLE TO RESTART THE VEHICLE AND WHEN HE SHIFTED TO REVERSE, THE RPM WAS NOT FUNCTIONING. THE CONTACT STATED HE THEN SHIFTED TO DRIVE AND THE VEHICLE BEGAN TO WORK PROPERLY. THE CONTACT STATED HE DROVE TO HIS RESIDENCE. THE CONTACT CALLED THE LOCAL DEALER NISSAN OF DEARBORN LOCATED AT 24501 MICHIGAN AVE, DEARBORN, MI 48124, (313) 749-3200, AND WERE MADE AWARE OF THE FAILURE. THE VEHICLE HAD NOT BEEN DIAGNOSED NOR REPAIRED AS OF YET. THE MANUFACTURER HAD NOT BEEN INFORMED OF FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 85,000.

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 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.