

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

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: Complaint/NHTSA ID #11360443  
**Date:** Wednesday, October 28, 2020 10:18:27 AM

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**From:** [REDACTED]  
**Sent:** Wednesday, October 28, 2020 3:59 AM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Complaint/NHTSA ID #11360443

**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.

Hello,

Here is the Vehicle Owner's Questionnaire I have completed per your request. Please let me know what else I may need to do as well as what the next steps are moving forward. Thank you.

All the best,

[REDACTED]

NHTSA ID# 11360443



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

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Date Received

Repository

18-APR-2019

Reference No.  
11197244

OWNER INFORMATION (Type or Print)

Name [Redacted]  
Address [Redacted]  
City AVONDALE State AZ 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: JN8AZIMU7DW [Redacted]  
Make: NISSAN Model: MURANO Model Year: 2013  
Date Purchased: 6-10-20 Dealer's Name and Telephone Number: PEORIA NISSAN Engine: No: Cylinders: Fuel Type:  
Original Owner:  Dealer's City: PEORIA State: AZ Zip Code:  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: Multiple Failure: Incident Date(s): 9-21-20

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: DIAGNOSIS PER AUTONATION - NISSAN TEMPE  
ENGINE FAILURE DUE TO RADIATOR BUSTING Failure Mileage: ~95,324 Failure Speed: 10 MPH

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:  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).

No indicator lights were illuminated, no other warning signs. While driving out of parking lot, at about 10 mph, there was a loud pop and the car jerked forward a few times and we stopped the car. Upon inspection, there was coolant exploded all over the inside of the hood/engine. Poured water into vehicle, and water would leak off from the pass. side of radiator on bottom. Check engine light became illuminated, vehicle was towed to AutoNation temple - 7755 S. ArtoPlex loop, temple, AZ 85284. When car was lifted onto towtruck, water leaked out from the tailpipe. AutoNation has diagnosed as engine failure due to radiator rust. Towing to Peoria Nissan for second opinion. No repairs. Contacted manufacturer (Nissan) & submitted claim # [Redacted]. Was denied coverage or assistance.