

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ----11424485- -----
Date: Tuesday, September 7, 2021 9:33:47 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Tuesday, September 07, 2021 8:26 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: Follow up to ODI Complaint ----11424485- -----

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.

[REDACTED]
[REDACTED]
[REDACTED]

Begin forwarded message:

From: "EVOQ (NHTSA)" <EVOQ@dot.gov>
Date: September 7, 2021 at 6:39:39 AM EDT
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint ----11424485- -----

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 TransportationNational 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

12-JUL-2021

Repository Reference No.
11424485**OWNER INFORMATION (Type or Print)**

Name [REDACTED]		
Address [REDACTED]		
City The Plains	State VA	ZIP Code [REDACTED]

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 jn8az08w53w [REDACTED]		MAKE NISSAN	Model MURANO	Model Year 2003
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cy inders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City Longview	STATE TX	ZIP Code 75604	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 21-JUN-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 030000 BRAKES (PWS), 060000 ENGINE (PWS)	Failure Mileage 162000.0	Failure Speed 45
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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)	<input type="checkbox"/> Original Requirement <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), Injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), 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).

The contact owns a 2003 Nissan Murano. The contact stated while driving 45 mph, the vehicle loss motive power and stalled without warning. The vehicle was shifted into PARK and restarted however, after driving for several miles, the failure recurred. The contact pulled over to side of the roadway and waited for several minutes before restarting the vehicle and slowly drove to the residence. The contact stated that the ABS and check engine warning lights were illuminated. The vehicle was not yet diagnosed nor repaired. The manufacturer was made aware of the failure. The failure mileage was 162,000.

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 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.