

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 ----- 11460107-----  
**Date:** Monday, July 18, 2022 3:15:41 PM  
**Attachments:** [REDACTED]

---

**From:** [REDACTED] >  
**Sent:** Monday, July 18, 2022 1:42 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Re: FW: Follow up to ODI Complaint ----- 11460107-----

**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.

Please see attached document in accordance with your request for any edits/corrections to the initial complaint

Thank you!



**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	08-APR-2022	Repository <input type="checkbox"/>
		Reference No. 11460107

**OWNER INFORMATION (Type or Print)**

Name			Date of Birth			Telephone Number			E-mail Address		
Address											
City				State		ZIP Code		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				MAKE		Model		Model Year	
5n1az2bs9mk				NISSAN		MURANO		2021	
Date Purchased		Dealer's Name and Telephone Number				Engine No: Cylinders		Fuel Type:	
Original Owner <input type="checkbox"/>		Dealer's City: Baton Rouge		STATE	ZIP Code				
		LA	70817						
Transmission Type		<input type="checkbox"/> Antilock Brakes		Powertrain		Multiple Failure:		Incident Date(s)	
		<input type="checkbox"/> Cruise Control						07-APR-2022	

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Components Codes: 131000 VISIBILITY:WINDSHIELD		Failure Mileage		Failure Speed	
		11000.0			

**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: DOTM1 9ABC036)		<input type="checkbox"/> Original Requirement		Failure Location:	
		<input type="checkbox"/> Prior Repair			
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	

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 rented a 2021 Nissan Murano. The contact stated that after entering the vehicle, the rear windshield suddenly shattered. The contact indicated that during the failure, no object had struck the windshield to cause it to shatter. The cause of the failure was not determined. ~~The manufacturer and local dealer were not yet notified of the failure.~~ The approximate failure mileage was 11,000.

Correction:  
 - Local dealer was contacted, but refused to discuss, as the vehicle was a rental and though contact is fully liable for damage, has no ownership  
 - Pennsylvania State Attorney General contacted Manufacturer, who declined to engage. AG has no authority to compel Manufacturer's participation